



BSB50215 Diploma of Business

Record of Assessment Outcome

Unit of Competency:	BSBADM504 – Plan and implement administrative systems		
Student Name:			
Student ID Number:			
Assessor Name:			
Term and Year:			
The student provided evidence of the following assessment task(s):		Yes	No
Assessment 1	Portfolio of Activities	<input type="checkbox"/>	<input type="checkbox"/>
Assessment 2	Report	<input type="checkbox"/>	<input type="checkbox"/>
Overall, the student was assessed as:			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>	
Did the student meet the criteria for the following elements of competency?		Yes	No
1. Plan for the new or modified administrative system		<input type="checkbox"/>	<input type="checkbox"/>
2. Implement new or modified administrative system		<input type="checkbox"/>	<input type="checkbox"/>
3. Monitor administrative system		<input type="checkbox"/>	<input type="checkbox"/>
The student requires the following skill(s) development before re-assessment:			
Feedback to student on overall performance during assessment:			
The student has been provided with feedback and informed of the assessment result and the reasons for the decision.			
Assessor Name:			
Assessor Signature:		Date:	
I have been provided with feedback on the evidence I have provided. I have been informed of the assessment result and the reasons for the decision.			
Student Name:			
Student Signature:		Date:	

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BSB50215 – Diploma of Business

BSBADM504 – Plan and implement administrative systems

Assessment 1 – Portfolio of Activities

Submission Details			
Student ID Number:			
Student Name:			
Assessor Name:			
Due date:			
Student Declaration:	By signing this declaration, I certify that: <ul style="list-style-type: none">• The assessment work is my own work;• All sources and materials have been acknowledged where required;• I have not copied or plagiarized in any way materials of another person or work of a fellow student and referenced all sources of information.		
Student Signature:			
Assessment Result Details			
Result:	Satisfactory		Not Satisfactory
Feedback to Student:			
Student Declaration:	I have been provided with feedback on my assessment performance/result from Magill College Sydney assessor.		
Student Signature:			
Assessor Signature:			
Date:			



Submission details

The assessment task is due on the date specified by your assessor. Any variations to this arrangement must be approved in writing by your assessor.

Submit this document with any required evidence attached. See specifications below for details.

Performance objective

In this assessment task you will demonstrate skills and knowledge required to plan or review administrative systems and implement new or modified administrative systems.

Assessment description

Within a real or simulated business context, you will plan a new administrative system or review an existing system.

You will need to:

- Consult with users or stakeholders to develop a detailed specification for the new or revised system, which must meet both organisational needs and external requirements such as codes of practice and legislation
- Follow organisational procurement policies to select an appropriate developer or supplier
- Prepare detailed planning for the implementation of the system, including communication, training and risk management activities.

Procedure

1. In consultation with your assessor, nominate (a) an appropriate workplace context and (b) an administrative systems project to undertake to meet assessment requirements set out in this document. You may choose:
 - a. The creation of a new administrative system, such as an electronic or paper-based system, for example accounting systems, leave approval systems, expense approval systems, recordkeeping systems or any other appropriate and agreed system
 - b. Revision of an existing system
 - c. New or existing system in a simulated business as determined in agreement with your assessor.
2. In consultation with users and stakeholders, establish the need for, and identify the requirements of, the new or modified administrative system. System requirements and considerations may include, for example:
 - a. Size of the system
 - b. Number and type of users
 - c. Purpose and nature of system
 - d. Ease-of-use versus complexity
 - e. Capability and features
 - f. Compliance requirements
 - g. Cost constraints.



Consider the overall purpose of the system and at least two system options or alternative versions of the system capable of satisfying organisational requirements. Research system options and collect evidence to submit to your assessor of evaluating options and establishing the accuracy and relevancy of information. Collect meeting minutes, emails or other correspondence as evidence of consultation and consideration of system options.

Develop a detailed list of final specifications. Include in your specifications compliance with at least one specific code of practice or legislative requirement.

3. Obtain quotations from suppliers or developers in accordance with the relevant organisational policies and procedures (such as purchasing policies) to submit to your assessor. You must obtain at least two quotations to compare.

If you are undertaking this assessment in a simulated business context, your assessor may agree that detailed cost estimates can take the place of quotes as a basis for evaluating system options.

It is important to remember the full range of potential suppliers or developers from which you might need to request quotes or develop costings. Suppliers or developers could include:

- | | |
|--------------------------------------|-------------------------------|
| a. Administrative system consultants | e. IT technicians |
| b. Computer/software suppliers | f. IT trainers |
| c. Efficiency consultants | g. Internal staff/clients |
| d. Equipment suppliers | h. Office equipment suppliers |

4. Use an appropriate method to select suitable suppliers or developers. For example, you may use a worksheet, spreadsheet or matrix to weigh and prioritise specifications and compare quotations in accordance with business needs.

5. Consult with staff and organisational stakeholders to determine implementation strategies. Strategies could include, for example:

- a. Using external consultants
- b. Change management strategies
- c. Strategies for encouraging staff participation in all stages of implementation
- d. Piloting the system for user-testing before wider release.
- e. Collect meeting minutes, emails or other correspondence as evidence of consultation.

6. Develop a detailed implementation plan. Your plan may take the form of an action plan or project plan, for example, but should include timelines, human and physical resources, implementation strategies, and responsibilities. Your plan should be consistent with delivering requirements for the system agreed in consultation with others. Include the following implementation activities in your plan:

- a. Physical development of the system and/or installation



- b. Testing
 - c. Communications to introduce system and procedures
 - d. Skills assessment and training.
7. Develop written procedures for the use of the system. Include instructions for at least one troubleshooting or alternative procedure, for example, instructions on what to do if the system goes off-line or malfunctions.
8. Develop a communication (email, letter, or other form of business correspondence), in accordance with your implementation plan, to introduce the new system and procedures to staff. Ensure you use communication skills and appropriate language (written or oral) to explain the purpose of the new system, win support and encourage staff to participate in all stages of the implementation.
9. Provide training and support for staff. Choose one of the following two options to be carried out in accordance with your implementation plan:
- a. Conduct a skills assessment to determine staff training needs. Identify and determine the skills required by staff to use the system and what skills they need training for. Collect evidence of the skills assessment, such as a completed skills matrix.
 - b. Develop a training manual or handbook to train new users of the system.
10. Develop a risk management plan. Your plan should comprise a list of risks to successful implementation such as:
- a. Compliance risks
 - b. Need for modifications
 - c. Lack of training
 - d. Lack of confidence
 - e. Loss of productivity.
- Your plan should include at least two activities to control the risks at acceptable levels, including, for instance, contingency planning, activities to eliminate the risk, activities to reduce the risks, or activities, such as purchasing insurance to transfer risk.
11. Submit assessment documentation in accordance with specifications below.

Specifications

You must submit:

- A specification for the new or modified administrative system
- Evidence of consultation with users or stakeholders such as meeting minutes, emails, or other correspondence
- Quotations from suppliers/developers (or detailed cost estimates)
- Evidence of evaluating suppliers such as worksheets, matrices used to evaluate supplier or developers
- A project/action/implementation plan providing procedure or set of related procedures for the use of the new system



- A communication (roleplay, email or memorandum) to introduce and win support for administrative system improvements
- A training handbook or evidence of skills assessment, such as training needs analysis (TNA)
- A risk management plan
- Copies of relevant policies and procedures followed to determine system requirements, procurement or implementation. For example, privacy policy, anti-discrimination policy, procurement policy and/or training policy
- A statement summarising and explaining the relevance of legislative requirements to the review of administrative systems.

Your assessor will be looking for:

- Communication skills (using appropriate style, tone and vocabulary) to recommend alternative ways of completing tasks (in new written procedures) and to discuss (in oral Q and A to confirm understanding) changes in routines and procedures (in introduction to procedures)
- Collaboration skills, adjusting oral presentation style and vocabulary, to delivery complex information
- Literacy skills to write procedures, troubleshooting guides and/or handbooks
- Planning and organising skills to implement the system smoothly
- Problem solving skills to choose appropriate administrative system specifications from a range of possible solutions; and to anticipate and manage risks to system implementation
- Research skills to assemble evidence and to evaluate information for accuracy and relevance
- Knowledge of key provisions of relevant legislation, standards and codes that may affect aspects of business operations and administrative system implementation
- Knowledge of organisational policies and procedures relating to specific tasks
Knowledge of the relevance of legislative requirements.

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BSBADM504 – Plan and implement administrative systems

Assessment 2 – Report

Submission Details			
Student ID Number:			
Student Name:			
Assessor Name:			
Due date:			
Student Declaration:	By signing this declaration, I certify that: <ul style="list-style-type: none">• The assessment work is my own work;• All sources and materials have been acknowledged where required;• I have not copied or plagiarized in any way materials of another person or work of a fellow student and referenced all sources of information.		
Student Signature:			
Assessment Result Details			
Result:	Satisfactory		Not Satisfactory
Feedback to Student:			
Student Declaration:	I have been provided with feedback on my assessment performance/result from Magill College Sydney assessor.		
Student Signature:			
Assessor Signature:			
Date:			



Submission details

The Assessment Task is due on the date specified by your assessor. Any variations to this arrangement must be approved in writing by your assessor.

Submit this document with any required evidence attached. See specifications below for details.

Performance objective

You will demonstrate skills and knowledge required to monitor an administrative system.

Assessment description

In this assessment task you will monitor the implementation or operation of an administrative system, modify the system as required, communicate modifications, and monitor and address training needs for the system. You will prepare a project report outlining issues and solutions, including required modification and training activities.

You may choose to use the same administrative system you implemented in Assessment Task 1, or a new administrative system agreed with your assessor.

Procedure

1. Following on from Assessment Task 1 or using a new real or simulated business environment agreed with your assessor, monitor a new or revised administrative system for usage, security and output.
 - a. Develop system performance criteria or use already established criteria to monitor performance for a specific period against:
 - b. Usage guidelines, such as safe and secure procedures for usage, that can be used as a standard for determining whether users are correctly using the system
 - c. Security guidelines; for example, guidelines or rules for use of passwords or confidentiality agreements
 - d. KPIs, performance metrics and targets for performance of the system; for example, cost and budget variation, number of reports, number of users, or number of errors.
2. Use monitoring and research skills to determine the performance of the administrative system and its users and identify changing needs of the business. Changing needs may include:
 - a. A change in the purpose or use of the system
 - b. A change in user requirements
 - c. A change in size of the system or expansion of the system to cover new areas
 - d. A change in technology.
 - e. Follow any monitoring or recordkeeping procedures that apply.
3. Prepare a monitoring report containing:
 - a. The monitoring data; including charts or graphs as appropriate



- b. A description of how you followed any relevant procedures; for example, monitoring, privacy, or recordkeeping procedures
 - c. An analysis of the monitoring data and research into changing business needs; including an evaluation of at least four options for potential modification of the system or procedures
 - d. Recommendations and supporting evidence for which two of the four modifications would be the best to implement; at least one recommendation should address a changing business need
4. Prepare a communication to current users outlining changes to the system or procedures. Ensure you use communication skills to build support for the improvements.
5. Prepare an induction plan for new staff reflecting lessons learned from implementation and monitoring of the administrative system. Include in your induction plan:
 - a. The skills required to perform the relevant administrative task
 - b. A pathway for learning these skills using an appropriate mode of delivery (such as online or face-to-face delivery)
 - c. A training session plan, including information on relevant timings and activities for the session; such as an introduction to procedures, practice on procedures, and testing of procedural ability.
6. Submit assessment documentation in accordance with specifications below.



Specifications

You must provide:

- A list of performance standards, guidelines or KPIs for the administrative system relevant to determining usage, security or output performance
- A monitoring report
- A communication to users outlining changes to system or procedures that will affect users
- An induction plan
- Copies of relevant policies and procedures followed to monitor system performance and develop an induction plan. For example, privacy policy, anti-discrimination policy, procurement policy and/or training policy

Your assessor will be looking for:

- communication skills to discuss changes in routines and procedures, and to monitor and define performance objectives or standards
- problem solving skills to choose appropriate solutions from a range of possible solutions and modify systems accordingly
- research skills to assemble performance evidence and to evaluate information on changing needs
- knowledge of organisational policies and procedures relating to specific tasks.