* **BSBWOR301 Organise personal work priorities and development**

Grading for this assessment will be deemed “Competent” or “Not Yet Competent” in line with specified educational standards under the Australian Qualifications Framework.

**What does “Competent” mean?**

These answers contain relevant and accurate information in response to the question/s with limited serious errors in fact or application. If incorrect information is contained in an answer, it must be fundamentally outweighed by the accurate information provided. This will be assessed against a marking guide provided to assessors for their determination.

**What does “Not Yet Competent” mean?**

This occurs when an assessment does not meet the marking guide standards provided to assessors. These answers either do not address the question specifically, or are wrong from a legislative perspective, or are incorrectly applied. Answers that omit to provide a response to any significant issue (where multiple issues must be addressed in a question) may also be deemed not-yet-competent. Answers that have faulty reasoning, a poor standard of expression or include plagiarism may also be deemed not-yet-competent. Please note, additional information regarding Monarch’s plagiarism policy is contained in the Student Information Guide which can be found here: <http://www.monarch.edu.au/student-info/>

**What happens if you are deemed ‘Not Yet Competent’?**

In the event you do not achieve competency by your assessor on this assessment, you will be given one more opportunity to re-submit the assessment after consultation with your Trainer/ Assessor. You will know your assessment is deemed ‘Not Yet Competent’ if your grade book in the Monarch LMS says “NYC” after you have received an email from your assessor advising your assessment has been graded.

Important: It is your responsibility to ensure your assessment re-submission addresses all areas deemed unsatisfactory by your assessor. Please note, if you are still unsuccessful in meeting competency after resubmitting your assessment, you will be required to repeat those units.

In the event that you have concerns about the assessment decision then you can refer to our Complaints & Appeals process also contained within the Student Information Guide.

**Expectations from your assessor when answering different types of assessment questions**

Knowledge based questions:

A knowledge based question requires you to clearly identify and cover the key subject matter areas raised in the question in full as part of the response.

Performance based questions:

A performance based question requires you to clearly demonstrate your ability to complete certain tasks, that is, to perform these tasks.

**Good luck**

Finally, good luck with your learning and assessments and remember your trainers are here to assist you ☺

|  |
| --- |
| **Assessment Activities**  ***Short Answer and Case Study Questions*** |

**Activity instructions to candidates**

* This is an open book assessment activity.
* Students may use a hand held calculator and/or software to perform calculations.
* You are required to read this assessment and answer allquestions that follow.
* Please type your answers in the spaces provided.
* Please ensure you have read “Important assessment information” at the front of this assessment document
* Estimated time for completion of this assessment activity: 4 hours

**The following questions are based on the material in Chapter 1.1:**

**Question 1**

**Required:**

To help understand the work requirements of an employee’s job, list seven (7) key pieces of **workplace information** that will give insight into, or have influence on, what is expected in the job.

|  |  |
| --- | --- |
| **1.** | The job designation along with pay grade that is the information regarding the post must be stated clearly. |
| **2.** | Criteria related to required educational qualification with any kind of specific technical knowledge. |
| **3.** | Information related to freshers or experienced candidates. |
| **4.** | Objective of the job should also be clearly stated to help in understanding the key responsibilities. |
| **5.** | The working hours need to be mentioned for required post, to have clear idea regarding the working pressure. |
| **6.** | If any special conditions are applicable to the job, that need to be stated. |
| **7.** | Information regarding leaves must provided. |

**Question 2**

**Required:**

List and briefly explain three (3) key **external legal requirements** that apply to businesses and/orindividual workplace roles.

|  |  |
| --- | --- |
| **1.** | Employment Law to solve problems regarding employee’s rights, safety, and health issues. Health and Safety at Work Act, Equal Pay Act, Sex Discrimination Act, and Employment Protection Act are some acts implemented to maintain a proper working environment for employees. |
| **2.** | Laws regarding Consumer protection. It includes Sale and Supply of Goods Act, Consumer Credit Act and so on. These laws help to maintain the satisfactory level of the consumers and protect them from any kind of harassment. |
| **3.** | Competition Law to ensure fair competition that to be maintained in any industry. As higher competition leads to lower product prices along with better quality. |

**Question 3**

**Required:** List four (4) critical workplace conditions that the **Fair Work Commission** oversees.

|  |  |
| --- | --- |
| **1.** | Maintaining the minimum wage, so that employees can expect a minimum fixed salary regarding their job. |
| **2.** | Protection to employees from any kind of unfair dismissal from work, without any prior notice. |
| **3.** | Awarding nationally to any specific sectors and personals to motivate and encourage their work. |
| **4.** | Approving regarding various enterprise agreements to support them in process their work smoothly. |

**Question 4a.**

**Required:** Explain the purpose of a Duty Statement.

|  |
| --- |
| * In understanding the primary responsibilities of the job. * Helps in deciding, whether the candidate is suited for job the job or not. * Provides the required educational qualification and skills or any special kind of physical requirements regarding the post (Pekarek *et al.* 2017) * In explaining the time allocation for for each job. * Giving the brief idea regarding the working environments, candidates will be working in. * The amount candidates will be paid against their work. |

**Question 4b.**

**Required:**List the typical content contained in a Duty Statement.

|  |
| --- |
| * Title of the Job. * Description of the key responsibilities associated with the job * Qualifications and required skills * Salary and perks with other facilities * Experienced required * Company Description |

**Question 5**

**Required:**

Explain what are ‘operational plans’ and their purpose.

|  |
| --- |
| Operational plans refer to some planned strategies taken by the low level management  of an organisation in order to support the decisions of upper heads regarding the Strategic plans and Tactical plans. These plans are taken to record the day to day activities and other processes, within a single space of the business. Operational plans can be of two types - Single-use plans to provide the any particular problem or a present period. Another is Ongoing plans that change according to the requirements and carry forward to upcoming periods  Purposes :   * Giving direction to any organisation regarding their objectives and achieving goals. * Guiding the management regarding their priorities and targets of stakeholders. * Supporting the upper management in implementing more specific and profit maximizing Strategic and Tactical plans. |

**Question 6**

**Required:** Explain the importance of ‘SMART’ objectives, including an explanation of each letter of this acronym.

|  |
| --- |
| Setting any goal is very much important to achieve success in life. SMART objectives helps in focusing more on improving performance and work hard on the plans. It brings the structure in proper way and track ability into the goals, with clear milestones and estimation regarding the sustainability of the target.  Each letters of SMART objective implies -  S - Specific means more specific and well defined goals have the higher chance to be achieved.  M - Measurable indicates the proper knowledge of the position from the completion of the goal.  A - Attainable refers to the idea of investing the truth, whether the target is really acceptable or not.  R - Realistic defines the obtainability of the goal within the availability of time, skills, knowledge and other resources.  T - Time-based means having the idea of completion of the goal by utilizing available time and not wasting time. |

**Question 7**

**Required:** Explain the main purpose of ‘schedules’ and the key information they contain.

|  |
| --- |
| The main purpose of schedules -   * In order to have an idea of the amount of time required to complete the task. * Reducing the possibility of missing the deadline of the job. * If a task is done in group, the selection of the candidate must be done to carry out the work. * Help to figure out the availability amount of additional resources if needed for future purpose. * Provides the basis by observing and controlling projects. * Guide to have an idea regarding the progress of the task.   Key information contained by Schedules -   * Informations regarding working hours, shifts and days. * Availability of resources in completing the task. * Amount of project risk involved in the project. * The start and end days, constraints and restrictions, taken policies in the project. |

**Question 8**

**Required:** Define the term ‘Key Performance Indicator (KPI)’ and provide an example of one KPI expressed in SMART terms.

|  |
| --- |
| Key Performance Indicator (KPI) measures the value evaluated regarding the efficiency of a company in achieving key business goals. In order to demonstrate success at hitting the target, organisations use KPI (Gill, Guzder-Williams & Khanna, 2015). High-level KPIs deals with the overall activity of that organisation, whereas low-level KPIs focus more on the performance of the employees of sales and marketing departments.  An example of KPI is - Sales Growth Rate, measures the percentage increase in sales between two consecutive time periods. Specifying a targeted Sales Growth Rate, which can be attained by the realistic strategies, can achieve the company goals. Proper measurements required to shape the sales growth, within a proper time period. |

**Question 9**

**Required:** Define the term ‘Key Result Areas (KRAs)’ and provide one example.

|  |
| --- |
| Key Result Areas (KRAs) refer to the parameters that any organisation has attached to the job role of an employee, to give them clear insights regarding the job profile. KRAs need to be well-defined, easily measurable and quantifiable (Kayani, Khalid & Kanwal 2016). For example, a managerial level employee in any business firm may have different KRAs than any employee in a medical industry. The employee in the manufacturing firm need to deal with problems related to marketing, sales. On the other hand, the employee of the medical department deals the issues related to invention of medicines, recognition of various diseases. |

**Question 10**

**Required:**Explain why ‘performance management’ is undertaken and what is involved.

|  |
| --- |
| Reasons behind undertaking of performance management :   * It provides mechanisms to improve communication. * Developing fair wage allocation, and incentives. * Improving the interpersonal relationships. * Motivates employees to enhance their effectiveness. * Provides the foothold regarding promotion.   Performance management involves :   * Proper definition of goals * Monitoring the performance. * The process of appraisal * Strategy regarding the payments to the employees as performance Compensation. |

**Question 11**

**Required:** When confirming between an employer and an employee the KPI requirements or objectives ofa job, list and explain what should be included in the discussion and the negotiations that may be required.

|  |
| --- |
| KPIs for recruiters :   * Smart and focused * High communication skills * Managing power to operate a team * Rational and good risk management skills * Good in managing time   KPIs for employees :   * Better career opportunities along with better scope of promotion * Good salary and benefits * Good working environment * Enough time for leisure * Sustainable work pressure |

**The following questions are based on the material in Chapter 1.2:**

**Question 12a**

**Required:**Provide a brief description of the steps you could take **to assess the workload** to meet the work requirements.

|  |
| --- |
| Working efficiency is very essential for maintain the familiar situation and manage the workload accordingly (Sjöberg *et al*. 2016). In providing entire work by marinating proper steps to minimize the workload are as follows:   * List it with detail information * Review the work in regular basic * Review realistic situation and allow time for interruptions * Keep login with the workload and minimum plan in drive workload. * Workload with log operation to manage the fun and undivided working source |

**Question 12b**

**Required:** List 10 factors that may be used to **prioritise** the handling sequence of workloadtasks required to be undertaken.

|  |  |
| --- | --- |
| 1 | List out the priority |
| 2 | Establish the due date |
| 3 | Assessing interdependent task |
| 4 | Providing consequence |
| 5 | List out all the task along with complete task details |
| 6 | At a focus on single things |
| 7 | Re evaluated each task with proper hande over |
| 8 | Considering the time required for completing each task |
| 9 | Turning off unnecessary distractions between employees |
| 10 | Achieving the goal |

**The following questions are based on the material in Chapter 1.3:**

**Question 13**

**Required:**

1. Identify 5 issues that may emerge and that can affect the achievement of the work objectives.
2. Provide the contingency response action(s) that you could take to deal with each issue.

|  |  |  |
| --- | --- | --- |
| **a. Issue affecting achievement of the work** | | **b. Contingency Action(s)/Plan(s) to deal with issue listed in column a.** |
| **1** | Lack of clarification regarding the goals | Need to have a proper idea regarding the goal |
| **2** | Not having proper strategies | Discussing and taking strong strategies |
| **3** | Lack of  intellectual challenges | Exciting Challenges and scope of learning helps employees to keep motivated |
| **4** | Fail to maintain a proper teamwork, as the execution of a successful goal requires proper teamwork. | Making strong community bonding |
| **5** | Lack of communication and understanding. | Form a strong team to improve the teamwork |

**The following questions are based on the material in Chapters 1.4 - 1.6:**

**Question 14**

**Case Study – Party Time!**

You have been asked by management to arrange the end of year party for all 5 employees of the company where you are employed.

Assume the party is preferred to take place at 5.00 p.m. on 20th December and you have now 5 weeks until that date to get things arranged. You have been given a total budget of $1,500 to cover the entire event. The party may be conducted in the office or at a local café.

Management have requested you to refer back to them with details of the catering before any booking is made.

**Required:**

**14 a.** Prepare a schedule to effectively manage and monitor youractions, progress and completion of this project.

You must prepare your schedule using Microsoft Word, Excel or other business technology and insert the copy of your schedule into this document.

If you wish to use Microsoft Word, a basic blank table grid has been provided below. You may change,remove or add rows or columns as you think necessary.

Be certain to include in your scheduleat least the following elements:

* Action
* KPIs
* Person(s) responsible
* Resources required
* Start Date
* End Date
* Weekly progress (expressed as a % where 100% will mean the Action has been completed).

Tip: Refer page 62 of your textbook for an example of possible schedule layout and approach.

| **Action** | **KPIs** | **Person(s) responsible** | **Resources required** | **Start Date** | **End Date** | **Progress % Week 1** | **Progress % Week 2** | **Progress % Week 3** | **Progress % Week 4** | **Progress % Week 5** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Listing up all the equipments and decorative items for the party | Decoration | Event manager | Lights, sound, tools of decorative equipments music box | 25/11/2018 | 01/11/2018 | 25 | 50 | 75 | 85 | 100 |
| Listing out all the dishes and food item name (Snacks and dinner) | Arrangements | Kitchen head | Menu ( items that are appropriate with budget provided to employee | 25/11/2018 | 27/11/2018 | 45 | 65 | 70 | 80 | 100 |
| Listing out how many people are going to gather | Resource | Manager | Name of the people along with entry pass | 26/11/2018 | 01/11/2018 | 50 | 60 | 70 | 80 | 100 |

**14 b.**With regard to the party, list 2 possible contingencies that could arise in the arrangements and your contingency plan(s) to deal with these.

|  |  |
| --- | --- |
| **Issue affecting achievement of the work task** | **Contingency Action(s)/Plan(s) to deal with this** |
| * As end year party, getting place in local cafe for only 5 people is quite difficult. | * It would be better to arrange a party with more people and increasing budget |
| * Getting insufficient source to handle the sufficient source | This required special attention and manage the entire source accordingly. |

**The following questions are based on the material in Chapters 2.1, 2.2 & 2.3:**

**Question 15**

**Case Study – You Beauty Bookkeeping**

You are a qualified bookkeeper and are employed by ‘You Beauty Bookkeeping’ (YBB) to provide bookkeeping services to a number of their clients. You report to your supervisor and work with several colleagues. You have been at YBB only 6 months and have decided to monitor your own performance to ensure that you are meeting objectives and performance expectations, including meeting KPIs and to comply with legislation typical for a bookkeeper.

In an extract from your job description, you are required to meet the following requirements:

* Hold and maintain BAS Agent Registration
* Comply with all Tax Practitioner Board (TPB) requirements as they relate to BAS Agents.
* Holds a minimum of Certificate IV in Bookkeeping or Accounting
* Understands how to assist small to medium-sized businesses with all aspects of bookkeeping in accordance with relevant Australian Tax and BAS legislation.
* Accurately and skilfully classifies business transactions
* Accurately and skilfully records accounting transactions in accounting records
* Completes all clients payrolls accurately and on time
* Thorough knowledge of GST required to record transactions and prepare BAS/IAS
* Thorough knowledge of payroll required to accurately perform payroll for clients
* Be highly organised.
* Work to deadlines and lodgement dates.
* Has the ability tomulti-task.
* Proficiency in MYOB and Xero, including set up and ongoing use.
* Proficiency in MS Excel and Word.
* Excellent communication skills, both verbal and written.
* Thorough knowledge of dealing with sensitive material and adherence to all privacy requirements and legislation.
* Can be empathetic to clients
* Is committed to assisting clients
* Is and can maintain yourself as a 'fit and proper' character
* Can maintain all YBB company databases as per our company policies
* Can actively seek new clients
* Can actively build relationships with key stakeholders inside and outside YBB
* Undertakes continuing professional education as per TPB and YBB policies (3 hrs per month).
* Fosters and nurtures a culture of constructive and respectful feedback
* Finds it rewarding to encourage and support colleagues
* Conducts oneself in a professional, ethical and friendly manner.
* Has a ‘can do’ attitude and enjoys a challenge
* Has a good sense of humour.
* KPIs:
  + Lodges all BAS/IAS on or before required lodgement dates.
  + Payroll payments are always paid on pay day due date.
  + No more than 4 errors per month in recording of accounting transactions.
  + Increases number of bookkeeping clients by 2% per annum.

**15 a. Required:**

Identify and analyse the competencies required you need to be able to perform in this job.

Provide at least 2 (you may add more rows) competency examples for each attribute listed.

Indicate how often you think each competency would be performed if you held this job (…be honest and realistic; no one is perfect!☺).

Your results will help you identify which areas you need to improve on (i.e. you gap analysis).

Tip: Refer chapter 2.1of your textbook for guidance.

| **Attributes and required competencies for this job**(enter these below) | **Competency Gap Analysis**  (How often do you do this?) | | | | |
| --- | --- | --- | --- | --- | --- |
| **Always** | **Often** | **Sometimes** | **Rarely** | **Never** |
| **Knowledge** | | | | | |
| * Basic knowledge of bookkeeping technology using accounting software such as MYOB and XERO |  |  |  |  |  |
| * knowledge of GST needed to record transaction and compose BAS/IAS |  |  |  |  |  |
| **Skill** | | | | | |
| * Skill of keeping records in accounting transactions accurately |  |  |  |  |  |
| * Excellent communication skill, both written and verbal |  |  |  |  |  |
| **Ability** | | | | | |
| * Working ability in immense pressure and according to the deadlines provided |  |  |  |  |  |
| * Ability of multitasking at a same time |  |  |  |  |  |
| **Motivation** | | | | | |
| * Self motivated in any type of critical situation and can encourage and support colleagues |  |  |  |  |  |
| * Can highly organised by motivation after any type of failure |  |  |  |  |  |
| **Attitude** | | | | | |
| * Can enjoy challenging situation and has a ‘can do’ type attitude |  |  |  |  |  |
| * Soft spoken |  |  |  |  |  |
| **Personality** | | | | | |
| * Conduct any work with colleagues in a professional and friendly manner |  |  |  |  |  |
| * Very efficient and has dedication in work |  |  |  |  |  |
| **KPIs** | | | | | |
| * Can increase number of bookkeeping clients by 1% per annum |  |  |  |  |  |
| * Can decrease number of errors per month in  order to record accounting transactions |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**15 b. Required:** Reflect on the competencies you identified in Q15a (above).

Provide suggestions (at least 1 suggestion for each competency you listed) as to how you would adjust, improve and/or maintain your personal work performance to ensure achievement of tasks and also to ensure compliance with legislation and work processes or KPIs. (You may add more rows if required).

Tip: You may use the same attributes you listed in Q15a (above) or list other relevant attributes.

|  |  |
| --- | --- |
| **Attributes and required competencies for this job**(enter these below) | **Actions to adjust/improve/maintain competencies**  (enter your suggested actions) |
| **Knowledge** | |
| * Basic knowledge of bookkeeping technology using accounting software such as MYOB and XERO | Can study and gain more knowledge about different accounting software such as Tally.ERP 9 and Billing 360. |
| * Knowledge of GST needed to record transaction and compose BAS/IAS | Have to increase knowledge about GST, as it is very important to prepare BAS/IAS in accounting. |
| **Skill** | |
| * Skill of keeping records in accounting transactions accurately | Have to keep this type of skill under immense pressure. |
| * Excellent communication skill, both written and verbal | Can better the communication skill by involving in all programmes held by the company |
| **Ability** | |
| * Working ability in immense pressure and according to the deadlines provided | Have to maintain the ability when work pressure is much more and have to try to finish the work before deadline dates. |
| * Ability of multitasking at a same time | Have to maintain the ability by doing more work at same time. |
| **Motivation** | |
| * Self motivated in any type of critical situation and can encourage and support colleagues | Have to adjust with colleagues and handle critical situation faced by company along with them. |
| * Can highly organised by motivation after any type of failure | Have to maintain the mindset with positive approach if continuous failure happens sometimes (Yuan *et al*, 2017). |
| **Attitude** | |
| * Can enjoy challenging situation and has a ‘can do’ type attitude | Have to maintain this attitude in work and handle difficult challenging situations. |
| * Soft spoken | Have to change this attitude a little bit and have to speak loudly whenever it is needed (Samuel *et al*, 2017). |
| **Personality** | |
| * Conduct any work with colleagues in a professional and friendly manner | Have to maintain good behaviour with colleagues |
| * Very efficient and has dedication in work | Can increase the level of efficiency and have to work faster. |
| **KPIs** | |
| * Can increase number of bookkeeping clients by 1% per annum | Need to improve the percentage rate of clients in order to maintain better performance |
| * Can decrease number of errors per month in  order to record accounting transactions | Need to work more accurately to less the errors. |

**15 c.** To further assess your own performance you decide to seek feedback from others about your performance. List the sources of feedback as follows:

|  |
| --- |
| **From inside the organisation?** (List 2 examples)   * Can keep record of accounting transaction; however the errors increases in pressure situations. Need improvement in handling pressure to decrease the amount of errors. * Have a basic knowledge of accounting software such as MYOB and XERO, but when it supposed to work using these for filling accounting information it is difficult to face. Need help from the trainer to solve this problem. |
| **From outside the organisation?** (List 2 examples)   * Communication skill is good, both written and verbal and maintains polite behaviour with clients. The clients are satisfied with work. Need to maintain this process. * Having friendly nature and good personality help to be well-liked by the colleagues, but this nature can harm this also. Need to be friendly whenever required. |

**15 d.** You consider the quality of performance feedback you are seeking to elicit. List 9 characteristics of good quality feedback and provide a brief explanation of each.

|  |  |  |
| --- | --- | --- |
| **Characteristics of good quality performance feedback** | | **Brief explanation of this type of feedback** |
| **1** | Goal achiever | Responsible and dedicated to achieve own goals as well as company’s goals. |
| **2** | Technical skills | Vast knowledge in information technology, that helps to work efficiently using the accounting software. |
| **3** | Constructive | Very constructive in nature which helps to record transactions and construct BAS/IAS reports. |
| **4** | Self belief | It helps to believe in one’s own ability to get success after any failures. |
| **5** | Client friendly nature | Friendly nature helps to interact well with clients, thus client satisfaction is made. |
| **6** | Punctuality | It helps to do any work within time and maintain good performance in an organisation. |
| **7** | Consistent | Consistency in maintaining good performance is important. After a success, it is required to maintain the consistency to get more success. |
| **8** | Well mannered | This quality helps to maintain good relationship with higher authority and colleagues. |
| **9** | Soft spoken | This quality depends on a person’s nature and this quality helps to make an impression to the higher authority of a company. |

**15 e.**List 8 reasons (for each) why feedback in respect of the **individual** and the **organisation**is important.

|  |
| --- |
| **Feedback to an individual is important for these reasons:** |
| * Helps to improve the services |
| * Helps to be more motivated |
| * Helps to improve learning ability |
| * Helps to develop performance level |
| * Helps to know client’s requirements |
| * Helps to make important decisions |
| * Helps to maintain good relation with clients |
| * Helps to avoid future criticism |
| **Feedback to an organisation is important for these reasons:** |
| * Helps to provide more services |
| * Helps to make strategies to reach the objectives |
| * Helps to understand client’s view about company |
| * Helps to develop in management system |
| * Helps to make unique ideas for expanding business |
| * Helps to launch new products on client’s demand * Helps to maintain good relationship with clients |
| * Helps to expand in other places |
|  |

**15 f.** Prepare the following brief survey form that you would like your **clients** to answer in respect of your performance.

List any 4 key and important aspects required for the performance of your job (for example, refer your job description extract, above). [Note: the client, not you, would fill in the ‘How did I perform?’ section.]

|  |  |
| --- | --- |
| **Survey to be completed by clients about me** | |
| **Performance Aspect of my Bookkeeper** | **How did I perform?**  **(Poor/Satisfactory/Good; any comments).** |
| * Develops system to keep account for financial transactions by making a chart of accounts | *(To be completed by client – leave blank)* |
| * Information about bookkeeping policies and procedures. | *(To be completed by client – leave blank)* |
| * Maintenance of subsidiary accounts by verifying, allocating and posting transactions. | *(To be completed by client – leave blank)* |
| * Preparation of financial reports by collecting, analysing and summarizing account information. | *(To be completed by client – leave blank)* |

**15 g.** Prepare a brief survey that you would like your **colleagues** to answer in respect of your performance.

List any 4 key and important aspects required for the performance of your job (for example, refer your job description extract, above). [Note: the colleague, not you, would fill in the ‘How did I perform?’ section.]

|  |  |
| --- | --- |
| **Survey to be completedby my colleagues about me** | |
| **Performance Aspect of my colleague** | **How did I perform?**  **(Poor/Satisfactory/Good; any comments).** |
| * Communication with a friendly manner | *(To be completed by colleague – leave blank)* |
| * Development of system to construct report on financial transactions by making a chart of accounts | *(To be completed by colleague – leave blank)* |
| * Basic knowledge of bookkeeping and accounting related terms and policies. | *(To be completed by colleague – leave blank)* |
| * Contribution within a team efforts to maintain historical records by filing documents. | *(To be completed by colleague – leave blank)* |

**15 h.** What other methods (apart from the survey form) could you use to obtain performance feedback from your workplace **colleagues and supervisors?** (List any other 2 methods).

|  |
| --- |
| * Observe the federal, state and local legal requirements by studying requirements. The bookkeeper can thoroughly observe the legal requirements of clients of federal, state and local areas and act according to the requirements. * Advice to the management on needed actions. On critical situations faced by the organisation, the bookkeeper needs to give advices or opinions to sort out the problems. |

**15 i.** You are required to provide your supervisor with a regular report of how you have performed against your KPIs and key requirements of your role (refer job description above).

Outline how you would communicate this, how frequently would you report this and what KPIs and other information would you include?

Also, what business technology tools could you use to remind yourself to routinely report this information?

|  |
| --- |
| The bookkeeper needs to interact friendly with the clients and can fulfil all the requirements. In order to maintain good performance the bookkeeper can be a guide and advisor of their clients. They need to give daily reports twice a day based on their performance and need to maintain this in future. For this, they can use a business technology tools named ‘Trello’, which will remind them to provide daily report in time (Samuel and Dauda, 2017). The less error done by bookkeepers and ability to increase number of clients will indicate their good performance in this field. |

**15 j.** You pride yourself on being a professional bookkeeper and a registered BAS Agent. You also know that things are constantly changing in your profession and that you need to keep your knowledge up-to-date.

List 4 methods or sources you could use to meet your professional educational and learning needs.

|  |
| --- |
| * Cooperative learning is needed. Encourage bookkeepers of mixed abilities needs to work on group as they can able to get more knowledge. * Creation of mission statement * Be organised and priorities the work and maintaining positive attitude always. * Always aim for the goal and keep self-belief. |

**15 k.** There is so much to keep up to date with, how would you prioritise your learning needs? (List your method for prioritising and explain why you chose that approach).

|  |
| --- |
| * Needs to get knowledge about changing environment in workplace as it will help to update professional skills according to the requirements. * Need to learn about more computer software related to the work to update the knowledge in technology. * Needs to develop listening skills as it helps to gather new information, which is unknown. * Needs to put in an uncomfortable situation and therefore try to handle that with efficiency. It will reflect the situation handling ability, but if fails to handle the situation then learn from the failure and rectify it in future. |

**The following questions are based on the material in Chapter 2.4:**

**Question 16**

You and your colleagues have had the busiest month ever. The number of clients is growing rapidly and so are their demands on you and the rest of the team.

**Required**

**16a.**List 6 possible physical symptoms of stress that individuals may experience.

|  |
| --- |
| * Headaches and nervousness * Low energy * Chest pain and increase in heartbeat * Insomnia * Frequent colds, fever and infections * Aches, muscle pains and tense muscles |

**16b.**List 6 possible psychological symptoms of stress that individuals may experience.

|  |
| --- |
| * Inability to focus in aim * Forgetful behaviour and disorganisation * Losing control over self * Easily frustrated and becomes moody * Difficulty in relaxing and quieting mind * Avoiding others |

**16c.**List 2 possible physiological symptoms of stress that individuals may experience.

|  |
| --- |
| * Pain in tense muscles * Insomnia |

**16d.**List 6 possible behaviours individuals may exhibit as a result of these symptoms.

|  |
| --- |
| * Physical exercise for at least 30 minutes or meditation * Having health and nutritious food * 5 minutes break after every tight schedules * Have complete sleeping * Spend time family and friends |

**16e.**You are seeking to identify the sources of stress to you and your colleagues.

List 4 possible work demand related stress sources.

|  |
| --- |
| * Working long hour * Tight schedules in routine work * Lack of support * No break during the working hours |

**16f.**List 6 possible capability related stress sources.

|  |
| --- |
| * Lack of ability in managing the work or work pressure * Maintaining deadline * Lack of man power within the workplace * Long hour working without any break * Handle each and every department alone * Busy working schedule |

**16g.**You realise that some forms of stress can distress our bodies. List 6 possible coping mechanisms to help us deal with stress in the workplace.

|  |
| --- |
| * Organised and prioritise * Having sufficient sleep * Daily exercise for about 30 minutes * Having health and nutritious food * Making balances with professional and personal life * Normal Communication |

**The following questions are based on the material in Chapters 3.1 – 3.3:**

**Question 17**

**Case Study – From baker to BAS Agent!**

You are a qualified baker but have decided that now after 20 years of baking, you would like a career change. You have decided that you would like to become bookkeeper and a registered BAS Agent (….you think that you can make more ‘dough’ as a BAS Agent…that’s a bookkeepers joke….get it?☺)

You have conducted some research as to what is required to become a bookkeeper and registered BAS Agent. Sources such as bookkeepers’ professional associations and the Tax Practitioners Board (TPB) have identified the following key requirements necessary for you to pursue this career:

Personal characteristics:

* Well organised
* Meets deadlines
* Be able to multi-task.
* Works well with people
* A good listener
* Good mathematical and financial aptitude

Professional requirements:

* Hold a Certificate IV in bookkeeping or accounting
* Have completed a TPB approved course in basic GST/BAS taxation principles
* Have 1,400 hours of relevant experience in the past four years.
* Be a ‘fit and proper person’
* Have appropriate professional indemnity insurance when practicing as a BAS Agent
* Good computer skills especially for preparing payroll and activity statements.

Bookkeeping is not completely new to you, as for many years you helped prepare the books for the bakery and also helped some other businesses located nearby. Your knowledge is only basic.

However you do not have any formal academic bookkeeping qualifications.

In regard to you personally, your bakery colleagues and customers, have repeatedly stated that you are a nice person who is honest and hard-working. They say you work well with others and that you communicate clearly. They say you are good listener and that you have good mathematical skills and a strong appreciation of financial matters. However they, have also stated that you are bit disorganised, you are unable to do more than one thing at a time, that your paper work is not well sorted and that you have a tendency to miss delivery dates, times and deadlines. Also, they say you have ‘no idea’ about how to use business software on the computer.

You value their feedback and you totally agree with their opinions.

Finally, you are really excited about your new career plans. You have set yourself a target date to have completed your Certificate IV qualification, have gained the relevant experience and to have achieved TPB registration as a BAS Agent, all within the next 2 years.

**Required:**

**Q17a.** Using the background information provided in the Case Study (above), extract and list the requirements to complete the following table. This will help you identify your personal and professional learning and development needs and skills gaps relevant to the role of a bookkeeper and registered BAS Agent. List the requirements and whether you have these or not (refer to Case Study).

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Yes, I have this.**  **(tick if applicable)** | **No, I need this.**  **(tick if applicable)** |
| **Personal characteristics:** | | |
| * Organised Person |  |  |
| * Meeting the Deadline |  |  |
| * Able to manage multitasking |  |  |
| * Works well with people |  |  |
| * Good listen |  |  |
| * Good in mathematical and financial aptitude |  |  |
| **Professional requirements:** | | |
| * Fit person |  |  |
| * Completed the course of TPB along with BAS taxation principle |  |  |
| * 1400 hours experience in past 4 years |  |  |
| * Having good knowledge on computer skills while preparing payroll along with activity statement |  |  |
| * Having professional indemnity insurance while practicing BAS agent |  |  |
| * Having certificate IV in accounting or bookkeeping |  |  |

**Q17b.** You have identified your personal learning and professional development needs and skill gaps in Q17a (above).

You are now required to identify, prioritise and plan opportunities for undertaking skill development activities in liaison with work groups and relevant personnel.

**Required:**

Fill out the learning table schedule (below). For each characteristic, provide at least 3 learning strategies and the respective related information for each in the other columns.

One (1) ‘Learning Required’ has already been entered as an example; you need to complete all columns. Then list other learnings required.

Tip: Review chapter 3.2 of your textbook, especially steps 2, 3 and 4 to assist you.

| **Learning Required** | **Learning Strategy** | **KPI** | **Person** | **Resources** | **Start Date** | **End Date** |
| --- | --- | --- | --- | --- | --- | --- |
| **Personal characteristics:** | | | | | | |
| Needs to be well organised | * Set goals * Making a list of entire work * Prioritise | Profit | Manger | Proper planning  Team management | 18/11/2018 | 20/11/2018 |
| Meeting the Deadline | Making proper schedule with time management | Earned value | Monitoring management | Motivation and monitor the progress | 21/11/2018 | 25/11/2018 |
| Able to manage multitasking | Different the entire work along with proper routine | Profit | Employees | Time table along with each and every information | 26/11/2018 | 30/11/2018 |
| **Professional requirements:** | | | | | | |
| Hold a Certificate IV in bookkeeping or accounting | This certificate helps to determine the accounting policy with proper information along with certified mark | Qualification | BAS agent | Item 101 Accounting qualifications  Membership | 26/11/2018 | 26/11/2019 |
| Having professional indemnity insurance while practicing BAS agent | Every BAS agent required this insurance practices to handle the entire policy of the agent for security | Advance degree | Accountant | Membership of the degree | 1/01/18 | 18/11/2019 |
| 1400 hours experience in past 4 years | It is quite experience over the qualification role to handle the entire accounting course with proper information | BAS course | BAS agent | Advance course | 1/01/18 | 1/01/2020 |

**Question 18**

Undertaking a professional career brings with it higher responsibilities as well as the personal obligation upon you to maintain your expert knowledge and skills. Many professional associations, government registration bodies and employers require these professional individuals to commit to continuous professional development (CPD).

Imagine that you hold a professional role, for example as a registered BAS Agent and Certified Bookkeeper.Complete the following CPD Diary.

The TPB requires minimum of 45 hours of CPD within a standard three year registration period, with a minimum of five hours each year.Check here<https://www.tpb.gov.au/cpe-bas-agents>

Think about all the different professional development resources that are available. One example is the professional journals or newsletters published by your association or professional body. There are many other different types of resources.

**Required:**

Complete the following CPD Diary for the current year.

Assume you undertook 5 CPD activities of various durations during the year.

List at least 4 different resources over different dates, briefly outline what you learnt and include the duration (hours) of each activity.

|  |  |  |  |
| --- | --- | --- | --- |
| **Continuous Professional Development Diary** | | | |
| **Calendar Year:** *(you please over type with dates for the past 12 month period)* | | | |
| **Name:** *(you please over type your name here)* | | | |
| **Date undertaken** | **Type of Activity**  **(i.e. resource type and provider)** | **What did you learn from this activity? (i.e. brief summary/points learned)** | **Duration (hours)** |
|  | Seminars or workshops (tpb.gov.au, 2013) | Seminars or workshops help to identify the points that are required BAS services.  Points and detail information required proper information to handle the financial operation to manage the entire process accordingly.  The points learned though this study is stated to provide individual package with face to face to training. | 2hours |
|  | Training provided by financial tax advisors | In different stages each and every concept required proper guidance for particular workplace. It is also important to handle the | 52 hours |
|  | Peer review over research and writing | Peer review helps to identify the factors over better research that helps to analysis the write up and manage the entire writer with proper source. | 10 hours |
|  | Attendance approval by ATO | Approval is important for professional development that helps to determine the practices for operating the sources and provide affective techniques with relieving factors.  On the other hand, financial products undertaking financial information that helps to monitor the competitive source over CPE. | 10 hours |
|  | Tax agent completing CPE in remote locations | Tax agent service that predominantly attends face to face information and makes modest income source over ATO updates.  CPE period completes one to one seminars required 15 hours to complete the entire training session accordingly.  This helps to determine the information and provide financial information and undertake the source in financial operation and provide the tax related modest in managing the financial statements | 15 hours |
| **Total CPD Hours for this year** | | | **89** |

**The following question is based on the material in Chapter 3.4:**

**Question 19**

Regularly completing your continuing professional development (CPD) obligations is clearly beneficial to you as it helps maintain your skills and knowledge in your profession.

However, it’s also essential to incorporate formal and informal feedback from other stakeholders into a review of your further learning needs.

**Required:**

List 5 different stakeholders who could provide you with formal and/or informal feedback or other support.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Type of stakeholder** | **Tick as applicable** | | | **Briefly describe why help from this stakeholder is useful** |
| **Formal feedback** | **Informal feedback** | **Other(no feedback)** |
| **Project manager** |  |  |  | Formal feedback helps to determine the condition and manage the entire process in systematic way. Each and every task need to be fulfilled within the deadline |
| **Customer** |  |  |  | This informal feedback provides a way to communicate and improve in their innovative strategies for future development. |
| **Employees** |  |  |  | Informal feedback for stakeholders is required effective in improving their strategies and manages the entire growth of the firm in effective way. |
| **Investors** |  |  |  | It is always clear from the study that investors review is always plays an important role to handle the work in proper manner. |