

## Assessment Brief

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### Unit and Assessment Details

Course Title:	HND Business
Unit Number:	15
Unit Title:	Managing Activities to Achieve Results
Assessor:	Usman Saddique
Internal Verifier:	Bilal Ahmad
Assessment Title:	Managing activities to achieve results
Assessment Method:	Report
Assessing in:	Individually
Number of Words:	1200 words ( <b>max 12</b> pages)
Outcomes Covered:	1, 2, 3, 4 & 5
Issue Date:	Jan 3, 2012
Pre-submission Date:	Jan 10, 2012
Due Date:	Jan 17, 2012

### Statement of Authenticity

College No.	Learner Name	Learner Signature
<i>Learner's Declaration: I confirm that the work submitted for this assignment is my own.</i>		
		<i>Date</i>

### Outcome Covered

Outcome	Description
1	Evaluate the importance of business processes in delivering outcomes based upon business goals and objectives
2	Develop plans for their areas of responsibility and implement operational plans
3	Design and monitor appropriate systems to ensure quality of product and services
4	Manage health and safety in the workplace
5	Improve organizational performance

**Tracking Sheet** (*Mention A for Achieved & NA for Not Achieved*)

<b>Outcome</b>	1.1	1.2	1.3	2.1	2.2	2.3	2.4	2.5	3.1	3.2	3.3	4.1	4.2	4.3	4.4	5.1	5.2	5.3	5.4
<b>A/NA</b>																			

<b>Outcome</b>	M1	M2	M3	D1	D2	D3
<b>A/NA</b>						

**Assessor's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

*NOTE: Attach this page as first page of your report*

**Purpose and Aim:**

The aim of this assignment is to check the knowledge of the learner regarding the working of organization which is dependent on the internal systems and processes. This assignment will assess if the learner understands the principles underlying the effective and efficient working of an organization. Through this assignment learner will be compelled to peep into the procedures and processes of an organization and use the knowledge and rationale to suggest actions to improve them.

**Tasks 1 (Outcome 1.1, 1.2 & 1.3)**

- Identify different functions in Edwardes College and processes carried out by these functions.
- List the relationships between different functions/processes.
- Draw a process map for any of the function.
- Identify if there is a quality gateway implemented on the output of the process you had chosen in previous task.

**Guidelines for Task 1:**

- Prefer to use bullets where an explanation is needed.

**Scenario:**

You have been recently appointed by the higher management as admissions manager of Department of Professional Studies, Edwardes College and you are accountable for admissions process. Higher management wants the admission process to be completed in a suitable time period, admission fee and 1<sup>st</sup> monthly fee arranged in such a way that there is no financial distress in the college, list of students given admission in various departments should be sent to their respective departments, there should be a fool proof system implemented so that admission is given to only those who deserve. Since it is your first job as a manager and you want to prove yourself, you decide to do it by giving a road map and introducing a new process for admissions for next session. You have to follow the government and college rules taken to be as parameters.

**Task 2 (Outcome 2.1, 2.2, 2.3, 2.4 & 2.5)**

- List your objectives and aims according to the task given by higher management
- Develop a plan according to the task given by higher authorities
- List all the rules and regulation to be followed
- Explain your plan using bullets and headings
- List your aims and convert them into SMART aims
- Devise monitoring and control plan and operationalize it

**Guidelines for Task 2:**

- The whole task should be explained in maximum 3 pages (prefer bullets)
- You can visit Principal and HOD office for guidance.
- Chapter # 1 of BTEC Book “Managing and achieving results” will help you to get theoretical concept of the task.

### **Task 3 (Outcome 3.1, 3.2 & 3.3)**

- Identify the resources required by an organization for the implementation of Total Quality Management.
- Propose a plan to set standard for the performance and evaluation of performance of Department of Professional Studies, Edwardes College.
- What resources will be required by the Department of Professional Studies for the implementation of your proposed plan in previous task?
- Highlight the elements of your plan which are going to bring continuous improvement in the system.

### **Guidelines for Task 3:**

- Following books should be accessed for performing this task
  - Quality management 2<sup>nd</sup> edition by Donna C S Summers (Chapter 11)
  - Operations and Quality Management by Samuel K M Ho (Chapter 6)
  - Dale B G – *Managing Quality* – 2nd Ed. (Prentice Hall, 1994)
- This task should take maximum of 2.5 pages.
- Prefer to use bullets for the explanation of your plan

### **Task 4 (Outcome 4.1, 4.2, 4.3 & 4.4)**

- Find out the health and safety regulations in Pakistan with a focus on educational institute
- Identify the areas which are hazardous regarding safety in Department of Professional Studies, Edwardes College.
- Carry out a risk assessment of all hazards activity in Department of Professional Studies, Edwardes College
- List your findings (hazards) after the activity
- Propose a plan for the corrective measures

### **Guidelines for Task 4:**

- Visit the following web links for information about the health and safety regulations in Pakistan
- <http://www.hec.gov.pk/insidehec/divisions/qali/qualityassurance/universityaccreditation/enudai/pages/affiliationcriteria.aspx>
- <http://www.labourunity.org/labourlaws.htm>
- Prefer to use bullets where an explanation is needed

### **Task 5 (Outcome 5.1, 5.2, 5.3 & 5.4)**

- Prepare a process map for the process of admission in Department of Professional Studies: Edwardes College Peshawar.
- Propose changes to eliminate wastes of any form.
- Identify the personnel and departments which might show resistance against the implementation for the proposed changes in the previous task.
- Detail their reason for their resistance

- Propose methods which are workable in the organizational and cultural context to eliminate the resistance.

**Guidelines for Task 5:**

- Following books should be accessed for performing this task
  - Quality management 2<sup>nd</sup> edition by Donna C S Summers (Chapter 11)
  - Operations and Quality Management by Samuel K M Ho (Chapter 6)
  - Dale B G – *Managing Quality* – 2nd Ed. (Prentice Hall, 1994)

**Grading Statement (For Report)**

**Pass**

1.1	describe the structure and culture of an organization and evaluate the inter-relationships between the different processes and functions of an organization
1.2	identify the mission, aims and objectives of an organization and analyze the effect of these on the structure and culture of the organization
1.3	define the methodology to be used to map processes to the organization’s objectives and functions and evaluate the output of the process and analyze quality gateways
2.1	develop plans which promote goals and objectives for own area of responsibility and ensure plans are consistent with legal, regulatory and ethical requirements
2.2	use objectives which are specific, measurable, achievable, realistic and time-based to align people and other resources in an effective and efficient way
2.3	prepare and agree implementation plans which translate strategic targets into practical efficient and effective actions
2.4	manage work activities to prevent ineffective and inefficient deviations from the operational plan through effective monitoring and control
2.5	implement appropriate systems to achieve objectives and goals of the plan in the most effective and efficient way, on time and to budget and to meet organizational standards of quality
3.1	define the resources, tools and systems required to support the business process
3.2	define and implement quality audit systems/practice to manage and monitor quality to standards specified by the organization and process operated
3.3	embed a quality culture to ensure continuous monitoring and development of the process
4.1	carry out risk assessments as required by legislation, regulation and organizational requirements and ensure appropriate action is taken
4.2	identify health and safety regulations and legislation applicable in specific work situations and ensure these are correctly and effectively applied
4.3	systematically review organizational health and safety policies and procedures in order to ensure they are effective and that they comply with the appropriate legislation and regulations
4.4	ensure practical application of health and safety policies and procedures in the workplace
5.1	monitor systems and work activities and identify problems and opportunities for improvement
5.2	recommend improvements which align with the organization’s objectives and goals and which result in a reduction in the variation between what customers and other stakeholders want and what products, processes and services deliver
5.3	identify the wider implications of proposed changes within the organization
5.4	plan, implement and evaluate changes within an organization.

**Merit & Distinction**

<b>M1</b>	In task 5 use questionnaires to inquire about personnel who might show resistance
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## Notes to Students

- Proper format of report should be followed including table of contents, executive summary, page numbering etc.
- Include a last chapter in your report about the limitations of your report and write any difficulty you faced while collecting data. Critically evaluate your work if possible.
- Give proper evidence of all your activities for completing the tasks e.g. videos, pictures, visiting cards, or reference letter of personnel from whom data is collected.
- The safety of your assessments is your responsibility. You must not permit another student access to your work. And upon completion of each task keep a backup of the work completed by for e.g. keeping a copy in your email inbox etc. So, that no excuses are put forward on the day of submission.

## Plagiarism Policy

The college has strict penalty for plagiarism and the assignment will be cancelled if the assignment is observed for this.

The definition and scope of plagiarism are presented below:

Plagiarism occurs when a student misrepresents, as his/her own work, the work, written or otherwise, of any other person (including another student) or of any institution. Examples of forms of plagiarism include:

- The verbatim (word for word) copying of another's work without appropriate and correctly presented acknowledgement;
- The close paraphrasing of another's work by simply changing a few words or altering the order of presentation, without appropriate and correctly presented acknowledgement;
- Unacknowledged quotation of phrases from another's work;
- The deliberate and detailed presentation of another's concept as one's own.

All types of work submitted by students are covered by this definition, including, written work, diagrams, designs, engineering drawings and pictures.

## Resources Required

- Lectures slides
- Communication and Achieving Results BTEC Course Book
- Reference books (in library)
- Business magazines and journals
- Quality management 2<sup>nd</sup> edition by Donna C S Summers (Chapter 11)
- Operations and Quality Management by Samuel K M Ho (Chapter 6)
- Dale B G – *Managing Quality* – 2nd Ed. (Prentice Hall, 1994)

## General Instructions

- Books and online resources can be used of the college library and Central Computer Lab for any assistance. But direct copying from these resources is not allowed.
- Visits need to be arranged and made to the organizations. For meeting the respective managers, the college will provide a reference letter for the project and the manager of the organization is welcome to contact the administration at the college
- The college has strict penalty for plagiarism and the assignment will be cancelled if the assignment is observed for this.
- Proper referencing should be given in the Harvard Style/Chicago/MLA etc.
- All work should be comprehensively referenced and all sources must be acknowledged fully, this includes books & journals used as well websites visited. Details such as page numbers, publishers and publication year should also be stated, in addition to the name of the author(s) and publication. Books, articles and journals should be the main sources; online sources are allowed up to 15%
- The Assignment should have a cover page that has assignment title, assignment number, course title, unit title, lecturer / tutor name and student's name.
- Attach all the pages of assignment brief with your report as annexure at the end.
- Ensure that statement of authenticity has been signed and attached as the first page of your report.
- Contents sheet (TOC) with a list of all headings and page numbers is must for your report.
- Use A4 page size, 12 point Arial or Times New Roman font with 1.5 line spacing.
- Your assignment should be word-processed and should not exceed 4500 words in length (or 20 pages). Exhibits / appendices are outside this limit
- Pages should be numbered (bottom right hand corner)
- Spell-check the document and read thoroughly for grammatical errors

## Feedback to Learner

Criteria	Feedback to learner (Evidence presented against the published criteria)
1.1	
1.2	
1.3	
2.1	
2.2	
2.3	
2.4	
2.5	
3.1	
3.2	
3.3	
4.1	
4.2	



<b>4.3</b>	
<b>4.4</b>	
<b>5.1</b>	
<b>5.2</b>	
<b>5.3</b>	
<b>5.4</b>	
<b>M1</b>	
<b>M2</b>	
<b>M3</b>	
<b>D1</b>	
<b>D2</b>	
<b>D3</b>	
<b>General comments</b>	

<b>Assessor signature</b>	<b>Date</b>
<b>Internal Verifier signature</b>	<b>Date</b>

**Internal Verifier**

**Assessor**