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| --- | --- | --- | --- |
| Student Name |  | Student Number |  |
| Unit Code/s & Name/s | BSBSUS211 Participate in sustainable work practices |
| Cluster Name *If applicable*  | N/A |
| Assessment Type | [x]  Case Study [ ]  Assignment [ ]  Project [ ]  Other *(specify)* |
| Assessment Name | AT1 – Sustainability Work Practices, Resource Usage and Monitoring  | Assessment Task No.  | 1 of 3 |
| Assessment Due Date | Refer to the Unit Study Guide | Date Submitted |  / / |
| Assessor Name |  |
| **Student Declaration:** I declare that this assessment is my own work. Any ideas and comments made by other people have been acknowledged as references. I understand that if this statement is found to be false, it will be regarded as misconduct and will be subject to disciplinary action as outlined in the TAFE Queensland Student Rules. I understand that by emailing or submitting this assessment electronically, I agree to this Declaration in lieu of a written signature. |
| Student Signature |  | Date |  / / |
| **PRIVACY DISCLAIMER:** TAFE Queensland is collecting your personal information for assessment purposes. The information will only be accessed by authorised employees of TAFE Queensland. Some of this information may be given to the Australian Skills Quality Authority (ASQA) or its successor and/or TAFE Queensland for audit and/or reporting purposes. Your information will not be given to any other person or agency unless you have given us written permission or we are required by law. |

|  |  |
| --- | --- |
| Instructions to Student | **General Instructions:**This task requires you to demonstrate the skills and knowledge requirements to implement sustainability in the workplace. This task requires working through a case study related to sustainability. **Assessment Conditions:** **Time Allowed:**  This task is to be submitted by the due dates advised in the Unit Study Guide. If a student requires an extension, then they must negotiate this with their assessor prior to the due date.**Level of Assistance Permitted (If Any):** This is an open book assessment task. All work must be your own. Students may:* refer to learning resources, workplace and/or research further information
* ask the Assessor clarifying questions
* access the services of Studiosity to assist in interpreting questions or proof reading text
* be referred to learning support for additional assistance.

Students must seek any required assistance, reasonable adjustment or negotiate extensions with Assessor ***prior*** to due date.**Location:** This assessment is to be completed in a workplace or a simulated workplace including the classroom or home office environment. **Materials to be Supplied:** For this assessment, learners will need access to:* Internet, device and word processing software (can be accessed through TAFE campuses and facilities)
* Access to the LMS and associated learning resources
* BSBSUS211 Assessment 1 Submission Sheet (Online students)
* Appendices:
* Appendix A – The Righteous Bean Job Description for Barista
* Appendix B – The Righteous Bean Policies and Procedures
* Appendix C - Bean Energy and Conservation Policy and Procedure
* Appendix D - The Righteous Bean Mission, Vision and Value Statement
* Appendix E – Take-Away Resources Used Monitoring Sheet

**Assessment Criteria:**To achieve a satisfactory result, your assessor will be looking for your ability to demonstrate the following key skills/tasks/knowledge to an acceptable industry standard:* All tasks have been completed in full and have been completed to a satisfactory standard.
* Demonstrated knowledge and skills required to:
* Measure resources for sustainability improvement
* Identify areas of improvement for sustainability in the workplace
* Participate in sustainable workplace practices
* Identify, measure and document usage of resources
* Completion of a case study related to sustainability.

**Work, Health and Safety:** * Follow TAFE Queensland Student Rules.
* Access TAFE Queensland Student Services for any additional support.
* Conduct risk assessments prior to any assessment task to ensure the safety of all participants and the environment.
* Ensure an ergonomically safe work environment to complete all assessment tasks.

**Number of Attempts:**You will receive up to two (2) attempts at this assessment task. Should your 1st attempt be unsatisfactory (U), your teacher will provide feedback and discuss the relevant sections / questions with you and will arrange a due date for the submission of your 2nd attempt. If your 2nd submission is unsatisfactory (U), or you fail to submit a 2nd attempt, you will receive an overall unsatisfactory result for this assessment task. Only one re-assessment attempt may be granted for each assessment task.***For more information, refer to the Student Rules.*** |
| Submission details  | Please refer to Unit Study Guide for due date.**Submission requirements:**Review the Marking Criteria provided for this task to ensure you have evidenced all requirements.* Follow the instructions in the LMS to submit your assessment, demonstrating your ability to:
* Follow organisational procedures for file naming, management and storage.
* Use business technology.
* Communicate professionally using appropriate terminology / language.
* Organise and present information professionally e.g. relevant documents / templates, formatting, grammar and spelling.
* Complete tasks in a timely manner.

Assessment to be submitted via: * TAFE Queensland Learning Management System: Connect url: [*https://connect.tafeqld.edu.au/d2l/login*](https://connect.tafeqld.edu.au/d2l/login)
* Username; 9 digit student number
* For Password: Reset password go to [*https://passwordreset.tafeqld.edu.au/default.aspx*](https://passwordreset.tafeqld.edu.au/default.aspx)>
 |
| Instructions for the Assessor  | The students will demonstrate the skills and knowledge required to be sustainable in the workplace. Assessors are to:  * confirm expectations as detailed in ‘Instructions to Student’ have been followed and met
* provide feedback on all assessment attempts and identify additional learning and/or practice required by the student before their second attempt
* use the Marking Criteria to record their assessment and feedback

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.**Work, Health and Safety:** * follow TAFE Queensland Student Rules
* provide access to TAFE Queensland Student Services for any additional support
* conduct risk assessments prior to any assessment task to ensure the safety of all participants and the environment
* ensure an ergonomically safe work environment to complete all assessment tasks.
 |
| Note to Student | An overview of all Assessment Tasks relevant to this unit is located in the Unit Study Guide. |

**Instructions to student:**

This assessment task is to be completed based on the simulated workplace provided for you, The Righteous Bean.

There are three (3) Parts to this Case Study, and you are required to complete all three Parts in sequential order.

To complete this assessment, read the scenario and follow the instructions below:

|  |  |
| --- | --- |
| Scenario-01 | Scenario |
| You have been interviewed by the Human Resources Manager at The Righteous Bean in the town/city where you live and have been hired as a Barista.As part of your Induction and Orientation, you were supplied with the following documents:* The Righteous Bean Job Description for Barista
* The Righteous Bean Energy and Conservation Policy and Procedures
* The Righteous Bean Mission, Vision and Value Statement
* The Righteous Bean Acquisition Policy

The Righteous Bean is a boutique coffee roasting operation and coffee shop that specialises in coffees, chocolates and teas from around the globe. The business sources only the finest organic coffee, chocolate and tea and products come from producers who use sustainable agriculture methods and who work toward conserving natural resources and the health of their workers. All products are not only certified organic, but they’re also fairly traded.Following discussions with your Supervisor, you have been asked to be a part of the organisation’s push to become more environmentally responsible by participating in sustainable work practices. This initiative was instigated by the Store Manager, who is eager for it to succeed and deliver noticeable triple bottom line benefits.You have been asked to focus your attention on three (3) sustainable work practices, namely:* **Waste** reduction
* **Recycling** and **reducing** the amount of plastics used in the take-away service of teas, coffees and food items.

Your Supervisor has directed that you begin your work on this project by:* identifying sustainable work practices applicable to your role
* measuring the amount of waste produced, and plastics consumed in the take-away service of teas and coffees
* recording and filing data that was measured
* determining resource inefficiencies from your observations and data.
 |

Part A – Identifying work role sustainable work practices

For this Part of the Case Study you are required to:

**Step 1**: Read and become familiar with the above Scenario for this Case Study.

**Step 2:** Read and become familiar with:

* The Righteous Bean Job Description for Barista (Appendix A)
* The Righteous Bean Energy and Conservation Policy and Procedures (Appendix B)
* The Righteous Bean Mission, Vision and Value Statement (Appendix C)
* The Righteous Bean Acquisition Policy (Appendix D)

**Step 3**: Answer questions to demonstrate your ability to identify sustainable work practices applicable to your role

When completing all Parts of this Assessment:

* Ensure you answer all questions below or for online students use the BSBSUS211 Assessment 1 Submission Sheet to answer the questions.
* Save a copy of your answers to be uploaded to Connect by the ‘Due Date’.

**Questions:**

|  |
| --- |
| 1. Outline the contents of the ISO Standard that provides guidance to organisations on corporate social sustainability
 |
|  |
| 1. Detail three (3) examples of corporate social sustainability (CSR) obligations that organisations such as Righteous Bean must adhere to.
 |
|  |
| 1. Provide three (3) reasons that explain why it is useful to know the Australian and international standards for corporate social sustainability.
 |
|  |
| 1. Name three (3) people you could obtain help from in your workplace to identify the sustainable work practices for your own work role.
 |
|  |
| 1. Identify three (3) documents you could use to identify the sustainable work practices for your own work role.
 |
|  |
| 1. Provide three (3) reasons to illustrate why it is important for you to identify the sustainable work practices for a role you are working in.
 |
|  |
| 1. In your role as Barista at The Righteous Bean, what are three (3) examples of generic sustainable work practices you are expected to comply with?
 |
|  |
| 1. What are three (3) sources you might use to identify sustainability legislation sustainability you need to comply with in your Barista role?
 |
|  |

**Part B – Measuring and recording waste, and plastics used**

For this Part of the Case Study, you are required to:

**Step 1:** Read and become familiar with the above Scenario for this Case Study.

**Step 2:** Answer questions and complete requirements to demonstrate your ability to measure and record the amount of waste produced and plastics consumed in the take-away service of teas, coffees and food items.

Online students to complete all questions on the Assessment 1 Submission Sheet. All other students ensure you complete and submit ‘Take-Away Resources Used Monitoring Sheet’ (Appendix E) for Question 2.

**Questions:**

|  |
| --- |
| 1. All resource records generated need to be filed according to internal policy and procedures. What are the two (2) standard options/formats for filing resource usage documents and data?
 |
|  |
| 1. What are three (3) examples of organisational protocols that may apply to the filing of information to protect it and facilitate its retrieval/access?
 |
|  |
| 1. What are three (3) ways you could measure the amount of waste produced at The Righteous Bean store where you work?
 |
|  |
| 1. At your Righteous Bean Store, you have identified the following plastic resources are used:
* A take-away coffee requires a take-away cup with lid – plus one (1) plastic take-away carrier per eight (8) coffees sold and one (1) plastic stirrer for every second coffee sold.
* A take-away food item requires one (1) plastic food container for every item sold – plus one (1) plastic knife and fork for half of the items sold, and one (1) plastic spoon for every fourth item sold.

Today’s sales figures showed you sold:* 552 take-away coffees.
* 368 take-away food items.
 |
| *Use the ‘Take-Away Resources Used Monitoring Sheet’ (Appendix E or Assessment 1 Submission Sheet) to record the usage of these items, and upload the completed Sheet.* |

**Part C – Determining resource inefficiencies**

For this Part of the Case Study, you are required to:

**Step 1** Read and become familiar with the above Scenario for this Case Study.

**Step 2** Answer questions and complete requirements to demonstrate your ability to determine resource inefficiencies from your observations and data.

**Questions:**

|  |
| --- |
| 1. Provide three (3) reasons that explain why it is important to identify resource inefficiencies as a starting point for enhancing sustainable workplace practices.
 |
|  |
| 1. Identify three (3) strategies you could use to determine resource inefficiencies at The Righteous Bean.
 |
|  |
| 1. You have undertaken research into the waste produced at your store and have found:
* Each week the Store has two full dumpers collected by a registered waste collection company.
* Each week the general waste bin supplied by the local council is collected.
* The bins for organic waste, recycled waste and glass waste are never put out for collection.
1. Describe the resource inefficiency presented by these observations.
2. Recommend three (3) courses of action to address the problem.
 |
|  |

Once you have completed all three Parts of this assessment, upload the submission document to Connect. Online students should submit the Assessment 1 Submission Sheet ensuring all answers are completed including the Take-Away Resources Used Monitoring table.

**Appendix A: The Righteous Bean Job Description for Barista**

You can use this document to help you respond to requirements of this Case Study.

**Position Overview**

The position of Barista at The Righteous Bean is critical to the operation of the business.

Baristas provide a focal point for customers, and are very much the face of the business not only in coffee production and service but also in the provision of coffee advice and information to customers on demand.

**Responsibilities for Barista**

1. Preparing and serving hot and cold drinks such as coffee, tea, artisan and speciality beverages.
2. Cleaning and sanitising work areas, utensils and equipment
3. Cleaning service and seating areas
4. Describing menu items and suggesting products to customers
5. Servicing customers and taking orders
6. Ordering, receiving and distributing stock supplies
7. Receiving and processing customer payments
8. Promote The Righteous Bean and its products
9. Minimise product wastage
10. Optimise recycling of waste to minimise waste sent to landfill
11. Minimise energy use wherever possible.

**General skills required:**

1. Great communication skills
2. A happy, friendly personality
3. Customer service skills and knowledge
4. High level of attention-to-detail
5. Good level of literacy and numeracy
6. Enthusiasm to develop your skills and knowledge
7. Adaptable to change and willing to embrace new ideas and processes
8. Ability to work unsupervised and deliver quality work
9. Positive and approachable manner
10. Team player qualities

**Appendix B: The Righteous Bean Policies and Procedures**

 **The Righteous Bean Energy and Conservation Policy and Procedures**

You can use this document to help you respond to requirements of this Case Study.

**Policy**

The Righteous Bean is committed to reducing its impact on the environment in all areas of our business.

The Righteous Bean aspires to minimise its impact on our environment and maximise the effective use of resources. We strive to achieve this by increasing communication and awareness of sustainable work practices and encouraging responsible environmental behaviour within our team.

This Energy and Resource Policy aims to integrate a philosophy of sustainable development into all the organisation’s activities and to establish and promote sound environmental practices in our operations.

The Righteous Bean is committed to minimising its impact on our environment through the following:

* Providing a safe and healthy workplace.
* Purchasing energy-efficient products and services wherever possible.
* Having an environmentally sustainable aware culture within our business.
* Conserving natural resources by reusing and recycling.
* Using, in our own operations, processes that do not adversely affect the environment.
* Ensuring the responsible use of energy throughout the business.
* Working with suppliers who promote sound environmental practices.
* Enhancing awareness among our employees and customers – educating and motivating them to act in an environmentally responsible manner.

**Procedures**

**Energy efficiency**

All employees are required to work towards reducing energy consumption through the following:

* Turning off the boiler in the espresso machine at the end of trading.
* Turning off interior neon advertising signs at the end of trade.
* Turning off computers when not in use.
* Turning off office lighting when not in use.
* Activating sleep mode on computers to switch off the screen after 10 minutes.
* Switching off office equipment at night when leaving the office.
* Maintain air conditioning thermostats to 22°C.

**Waste minimisation**

All employees are required to work towards reducing waste through the following:

* Measuring milk used in coffees rather than free-pouring.
* Turning off taps when not in use.
* Measuring chemicals used when cleaning items and areas.
* Avoiding colour printing where possible as colour printing uses more ink, so use black and white if possible.
* Printing in draft mode to conserve even more ink.
* Print double-sided per A4 page when duplex printing or photocopying.
* Setting printing defaults to double-sided printing.
* Using scrap paper for notes.
* Reading and editing documents on screen where possible.
* Not printing emails or documents unless absolutely necessary.

**Recycling**

All employees are required to promote recycling through the following:

* Placing all used paper (used on both sides) in the recycling bin
* Composting food waste and coffee grounds
* Separating and placing glass and plastic bottles, aluminium cans, tin cans, milk and juice cartons in nominated recycling containers
* Collecting cardboard boxes for re-use or if recycling
* Purchasing and use of recycled paper and printer cartridges.

**Appendix C: The Righteous Bean Policies and Procedures**

**The Righteous Bean Mission, Vision and Value Statement**

You can use this document to help you respond to requirements of this Case Study.

**Mission, Vision and Value Statement**

This Statement is based on the name of the business.

‘Righteous’ means:

1. Acting in accord with integrity or moral law: *free from guilt or sin*
2. Morally right or justifiable: *a righteous decision*

**Slang:** Containing the best possible attributable qualities, genuine, excellent: *Oh, man, that coffee was righteous!*

**Our Mission**

Our mission is to equitably source exceptional coffees, roast them to perfection and promote ethical, sustainable fair trade products through our wholesaling operation and our vibrant organic cafe outlets while having minimum impact on the environment.

**Our Vision**

To live up to our name by:

* providing ethical, sustainable and excellent products
* making ethical business decisions
* by treating every person who touches our business with kindness, integrity and respect
* by being open, honest and transparent in our communication and work practices
* by being authentic in everything we do
* sharing our products with customers nationally through the sustainable growth of our business
* minimising our impact on the environment while discharging our corporate social responsibility.

**Our Values**

Our name establishes the foundation for our company values, which are:

**Integrity** – Demonstrating integrity through ethical behaviour, ethical produce and treating our customers, suppliers and staff in an ethical manner.

**Ethical decision making** – Ensuring that all of our business decisions are ethically and morally justifiable. Ensuring that we consider how the decisions we make impact on the environment, and how those decisions impact the lives of the people who touch our business, being plantation workers, suppliers, customers and employees.

**Authenticity** – Being genuine. Doing what we say we will do. Being transparent, honest and real, with each other, and with our customers.

**Excellence** – Delivering an excellent product, providing excellent service and being an excellent colleagues and leaders.

**Continually improving** – Being committed to improving our business, developing our people and being open to new ways to ensure we live up to our name.

**Appendix D: The Righteous Bean Policies and Procedures**

**The Righteous Bean Acquisition Policy**

You can use this document to help you respond to requirements of this Case Study.

**Policy**

The purpose of the Resource Acquisition Policy is to provide guidance for the purchase of goods and services by staff at The Righteous Bean and to ensure that the goals of the organisation are achieved in an efficient and effective manner.

**Procedure**

**The Resource Acquisition Process**

**Identification of suppliers**

***Preferred Suppliers***

Priority and preference should be given to suppliers who:

* accept EFT payments and electronic remittance advices.
* are committed to **Environmental Sustainability** - The Righteous Bean has a commitment to environmental sustainability and protection. This will be pursued by promoting purchasing practices which conserve resources, save energy, minimise waste, protect the environment and human health and maintain environmental safety and quality.
* offer **“Australian Made”** products and services**-** Preference should be given to ‘Australian Made’ products and services:
* where the quality will be sufficient for its intended use and life expectancy.
* servicing and availability of spare parts will not unduly hinder The Righteous Bean’s quality standards.
* the equipment is compatible with existing equipment.
* it is cost effective to do so in terms of purchasing maintenance and availability of supply
* **are local businesses** - to enhance the opportunities for local businesses and industry (which operate and have business situated within The Righteous Bean geographical area), local suppliers will be considered for business on the basis of value for money, capability and efficient purchasing practices.

**Selection of suppliers**

***Quotation Requirements***

The following quotation requirements are the minimum needed for purchase of goods and services

|  |  |
| --- | --- |
| **Value of Purchase** | **Requirement** |
| $10,000 and above | Three written quotations |
| $2,501 to $9,999 | Two written quotations |
| $1,501 to $2,500 | One written quotation |
| $2,500 and below | Quotations optional |

**Methods of Purchasing**

There are three (3) methods of purchasing goods and services by The Righteous Bean:

***Petty Cash***

Petty cash can be used to purchase goods and services up to a maximum value of $100. All petty cash receipts must be signed by Team Managers prior to reimbursement being given.

***Credit Card***

The Righteous Bean’s corporate cards can be used to purchase goods and/or services up to a maximum value of $1000. The Accountant and Managing Director each have a Corporate Credit Card. Where a purchase needs to be made by credit card, these payments will need to be processed by the credit card holders. To request a credit card purchase, complete the Credit Card Purchase Request Form

***Purchase Order***

The Righteous Bean purchase orders are the preferred method and must be issued for all purchases except those acquired using petty cash or corporate credit card. To request a Purchase Order, employees should complete a Purchase Order Request Form, and have this form approved by their Team Manager. Once approved, the Purchase Order Request Form should be submitted to the Accounts Department who will raise a Purchase Order Number. The Purchase Order is then sent to the supplier to confirm the order.

**Contracts**

Where contracts are drafted by either the supplier, or The Righteous Bean, these documents must be approved, and signed by, the Managing Director. All payments to contracted suppliers will be made through the Purchase Order systems (see above)

**Receipt of Goods and Services**

The person taking delivery of the goods and/or service must certify (sign and date) the invoice and/or the delivery note that all the goods were received in good order and condition or all the service was satisfactorily performed.

Any accompanying documentation (such as the Tax Invoice/ Consignment Note) with the order must be forwarded onto the Accounts Department for processing.

**Return of Goods and Unsatisfactory Services**

Where goods and/or services are found to be faulty, improperly performing or not as specified, details must be noted on the invoice or consignment note, and the supplier should be contacted immediately to rectify the issue.

If goods are returned to the supplier, details must be noted on the invoice and order, along with a note to the Accounts Department instructing them to not pay for the returned goods.

**Registration of Assets**

All purchases of physical assets must be registered in the company’s Asset Register. The register is maintained and managed by the company’s accountant.

Staff who facilitate the purchase of organisational assets must complete the Asset Registration Form and submit this to the Accounts Department. The Assets Registration Form must include the following information:

* Description of asset
* Brand
* Model no.
* Serial no. (if available)
* Cost of purchase
* Date of purchase
* Location of asset

The Accounts Department is responsible for adding the asset to the company’s Asset Register, and maintaining the Asset Register on an ongoing basis.

**Filing of purchasing records**

Records of purchases may include:

* Quotations
* Purchase order request forms
* Purchase orders
* Consignment notes or delivery dockets
* Tax Invoices

A copy of all records of purchase must be submitted to the Accounts Department.

A copy of these records should also be maintained by the staff member or team making the purchase. All paper records must be maintained in locked filing cabinets

**Storage of resources**

All staff must ensure that resources and assets are stored in a way that meets the following requirements:

* Ease of access by staff.
* Safely stored to minimise safety risks. To ensure safe storage the following must be adhered to:
	+ Heavy items should be stacked on low shelves to prevent accidents.
	+ Flammable items should be kept clear of heat or combustible materials.
	+ Hazardous items should be stored in accordance with the manufacturers storage and handling instructions.
	+ Perishable items must be stored at the specified temperature to keep them fresh.
	+ Appropriate manual handling procedures should be used when storing heavy items.
* Fragile items should not be stacked on other stock or on high shelves.
* Valuable items should be stored in locked cabinets or work areas to prevent theft.

**Appendix E: Take-Away Resources Used Monitoring Sheet**

Use this table to respond to Question 3 in Part B.

|  |  |
| --- | --- |
| **Date:**  | **Location of Store:**  |
| **Take-Away Coffees** |
| Number of Take-Away Coffees Sold | Number of Take-Away Cups with Lids Used | Number of Plastic Take-Away Carriers Used | Number of Plastic Stirrers Used |
|  |  |  |  |
| **Take-Away Food Items** |
| Number of Take-Away Food Items Sold | Number of Take-Away Plastic Containers Used | Number of Plastic Knives and Forks Used | Number of Plastic Spoons Used |
|  |  |  |  |