

Project Scope

Provide the Project Scope including what is to be delivered, amount of funding, time and quality requirements.

-curriculum for a 420 hour course (Course Development for Authorized Officers)

1. 50 screens of on-line training material
2. 20 hours of instructor-led tutorials
3. The material will cover the following areas:
 - a. Customer relations
 - b. Working effectively in a multi-cultural environment
 - c. Communication Skills

- teaching and support materials for 14 units of competency

1. Teaching / training guide in pdf form including the following: screens, correct answers to questions (e.g. cultural awareness scenarios)
2. Course material comprising of a case study and 20 role-play scripts for instructors
3. Digital course notes and slides supplied in PDF form for provision to training attendees

-development of a range of assessment tools

1. Online multiple-choice random testing (10 questions from possible 100)
2. Scenario-based interview questions for AOs
3. Printable Certificate of completion for successful examinees

-development of a strategy for ongoing course evaluation/review/maintenance

1. Online course feedback form allowing AOs/trainers to provide evaluation measure.
2. Course administration database/facility, together with user guide in PDF format
3. XYZ TRAINING COMPANY will train up to two (2) Ministry staff as super-users
 - o All material will be provided in the following languages: English, Mandarin and Te Reo.
 - o XYZ Training Company's training material will be adapted from the TDT30402 Certificate III in T&D

Out of Scope Considerations

- delivery of training to AOs
- assessment/evaluation of training outcomes
- Ongoing support for training material (beyond delivery of specific training to Ministry super-users as mentioned in Project Scope above).
- MOT is solely responsible for XYZ Training Company's 3rd-party software procurement and ongoing management
- Online help system for the evaluation tool
- Maintenance and management of training database
- XYZ TRAINING COMPANY will not provide certification to the full TDT30402 standard
- XYZ Training Company's deliverable is fully standalone and will not interface or interoperate with MOT's existing internal training application(s) or any other MOT system
- user administration / setup
- Technical support

Project Assumptions

Assumptions are statements taken for granted or accepted as true without proof. Assumptions are made in the absence of fact. List and describe the assumptions made in the decision to charter this project.

- Ministry will appoint a Business Sponsor who will be the key communication contact for the XYZ TRAINING COMPANY Project Manager in relation to functional deliverables of the project
- Ministry will nominate a key contact from the Franchise Relationships Branch of the Public Transport Division as key contact between Ministry-XYZ TRAINING COMPANY for contractual matters in relation to the project
- MOT will provide access to agreed resources in a timely manner
- Project business hours will be 8x5 Monday to Friday
- All project activities are to be completed within an eighteen month period
- No additional documentation updates are required by MOT
- XYZ TRAINING COMPANY will only be involved in the above changes, i.e. other XYZ TRAINING COMPANY products/services are excluded
- XYZ TRAINING COMPANY resources will be available, i.e. week day activity
- MOT resources will engage responsively
- MOT will manage internal operational processes, i.e. Change Management – XYZ TRAINING COMPANY will assist with provision of information if required
- Remote (VPN) access will be provided to the environments.

MOT will be responsible for all issues regarding hardware and software platforms i.e. operating systems, networking software and technical support of these.

Project Constraints

Identify known project constraints, such as products to be reused, components to be acquired, interfaces to other projects or products, or technologies to be employed. Describe the priorities among the project's features, quality objectives, schedule, staff, and budget. The following list identifies the parameters around the project's key drivers (top priority objectives), constraints to work within, and dimensions that can be balanced against each other to achieve the drivers within the known constraints.

1. Online training material is to be delivered to a maximum of 100 participants per annum
2. For the online course components in relation to cross-cultural communications, XYZ TRAINING COMPANY will utilize the XYZSoft off-the-shelf solution
3. All the online delivered components require either Internet Explorer version 8 or above, or Google Chrome version 24 or above
4. The project sponsor will possibly be on annual leave during the first month of the project.
5. General Elections are scheduled during the next 12 months. Projects may potentially be impacted.

E. Resources Allocated

Insert the information on the resources, including funding (daily rates) and fixed costs allocated to the project taking into account the amount of budget you have to start with (as per your project scope).

Resources to be used

Resources	Allocation and Source
<i>Project Team (Full and Part Time Staff)</i>	Project Manager PMO Lead Business Analyst Sub-contractors (XYZSoft, Dinkum Aussie Authors) Suppliers Council workers (Ministry of Transport) Designers (Screen Designer, Functional Designer) Training Staff Test Team
<i>Contractors onsite that require WHS consideration</i>	Contractors and suppliers. site induction training when working at XYZ TRAINING COMPANY premises. PM conduct site inspection of MoT premises prior to work commencement
<i>Customer onsite that require WHS consideration</i>	Frank Furter (Project Sponsor), MoT SMEE. site induction briefing when attending meetings at XYZ TRAINING COMPANY premises.
<i>Facilities that require WHS consideration</i>	Facilities at ABC St, Sydney Toilets
<i>Equipment that require WHS consideration</i>	Computers, meeting rooms, stationery.
<i>Cost of Raw Materials</i>	
<i>Other</i>	
<i>Other</i>	