



**Australian Government**

# **BSBCON401 Work effectively in a business continuity context**

**Release: 1**

## BSBCON401 Work effectively in a business continuity context

### Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

### Application

This unit describes the skills and knowledge required to understand the organisation's overall business continuity management framework and support business continuity strategies.

It applies to individuals working in administrative and/or support roles who require a basic knowledge of the processes relating to the organisation's business continuity requirements.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

### Unit Sector

Industry Capability – Continuity

### Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Demonstrate an understanding of the business continuity management framework	1.1 Access the business continuity management framework, and related policies and procedures 1.2 Analyse the key elements of the business continuity management framework within the organisation to determine their impact 1.3 Within authority of own work role, contribute to review of business continuity management framework, policies and procedures 1.4 Participate in emergency response and business continuity management framework training and exercises as required
2 Support the organisation's business	2.1 Demonstrate an awareness of internal and external risk context

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
continuity strategies	<p>relevant to organisation</p> <p>2.2 Review and provide feedback on outcomes of the business impact assessment/s</p> <p>2.3 Participate in risk treatment reviews</p> <p>2.4 Identify and record the organisation's emergency response, continuity and recovery strategies</p> <p>2.5 Identify own role and responsibility within organisation's business continuity plan/s</p> <p>2.6 Identify and report to management on any new or emerging risk or incident</p>

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

<b>Skill</b>	<b>Performance Criteria</b>	<b>Description</b>
Learning	1.4	<ul style="list-style-type: none"> <li>Participates in training activities to improve own knowledge and skills</li> </ul>
Reading	1.1, 2.2, 2.3	<ul style="list-style-type: none"> <li>Analyses textual information from a range of sources and identifies relevant information to understand the business framework and continuity strategies</li> </ul>
Writing	2.4	<ul style="list-style-type: none"> <li>Develops material to convey explicit information and results, using clear language and appropriate structure for audience and context</li> </ul>
Oral Communication	2.2, 2.3	<ul style="list-style-type: none"> <li>Articulates information clearly, using language and tone appropriate to audience and environment</li> <li>Uses listening and questioning techniques to confirm understanding</li> </ul>
Navigate the world of work	1.1, 1.3, 2.1, 2.5	<ul style="list-style-type: none"> <li>Understands and responds to explicit and implicit organisational protocols relating to own work</li> <li>Understands the nature and purpose of own role and associated responsibilities and how it contributes to the work of others in the immediate work context</li> </ul>
Interact with others	2.2, 2.3, 2.6	<ul style="list-style-type: none"> <li>Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role</li> </ul>

		<ul style="list-style-type: none"> <li>• Collaborates with others to achieve joint outcomes</li> </ul>
Get the work done	1.1, 1.2, 2.5	<ul style="list-style-type: none"> <li>• Applies formal processes when producing plans and uses logically sequenced steps in addressing work requirements</li> <li>• Takes responsibility for the outcomes of routine decisions related directly to own role</li> </ul>

## Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCON401 Work effectively in a business continuity context	BSBCON401A Work effectively in a business continuity context	Updated to meet Standards for Training Packages	Equivalent unit

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>