



**Australian Government**

# **BSBOPS402 Coordinate business operational plans**

**Release: 1**

## BSBOPS402 Coordinate business operational plans

### Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

### Application

This unit describes the skills and knowledge required to implement operational plans by planning and acquiring resources, monitoring and adjusting operational performance and providing reports on performance, as required.

The unit applies to individuals who plan activities to achieve team and organisational objectives. At this level, work will normally be carried out within routine and non-routine methods and involve procedures that require planning, evaluation, leadership and guidance of others.

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

### Unit Sector

Business Competence – Business Operations

### 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. Prepare to implement operational plan	1.1 Consult with stakeholders to identify resource requirements relevant to operational plan 1.2 Collate, analyse and document details of resource requirements 1.3 Develop operational plan and determine implementation method 1.4 Plan for contingencies 1.5 Develop and present proposals for resource requirements
2. Implement operational plan	2.1 Assist in recruiting and onboarding employees required to implement operational plan according to organisational policies and procedures

ELEMENT	PERFORMANCE CRITERIA
	2.2 Acquire physical resources and services according to organisational policies and procedures 2.3 Support efficient, cost-effective and safe use of resources 2.4 Adjust implementation of the operational plan in consultation with others to manage contingencies
3. Monitor operational performance	3.1 Collate relevant information and determine operational and productivity performance 3.2 Identify and use key performance indicators (KPIs) and assess operational performance 3.3 Identify unsatisfactory performance and take action to rectify the situation according to organisational policies
4. Review operations based on performance	4.1 Develop recommendations for variation to operational plans 4.2 Present recommendations to the designated persons or groups to gain approval 4.3 Maintain records related to operational performance according to organisational policies and procedures 4.4 Report information on operational performance to management

## Foundation Skills

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

Skill	Description
Reading	<ul style="list-style-type: none"> <li>Identifies, interprets, analyses and reviews textual information related to the operational plan and monitoring of operational performance</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Communicates relationships between ideas and information, matching style of writing to purpose and audience</li> <li>Researches, plans and prepares workplace documentation for relevant stakeholders using organisational formats</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>Participates in a variety of spoken exchanges with a range of audiences varying structure and language to suit the audience</li> </ul>
Numeracy	<ul style="list-style-type: none"> <li>Selects and uses familiar mathematical techniques to organise timely supply of adequate resources for the operational plan and to use budgetary information to monitor performance</li> </ul>
Enterprise and initiative	<ul style="list-style-type: none"> <li>Monitors adherence to organisational policies and procedures and considers own role in terms of its contribution to broader goals of the work environment</li> </ul>

Skill	Description
Teamwork	<ul style="list-style-type: none"><li>• Selects and uses appropriate conventions and protocols when communicating with diverse individuals to build rapport, seek or present information</li><li>• Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group communication, influencing direction and taking a leadership role on occasion</li></ul>
Planning and organising	<ul style="list-style-type: none"><li>• Takes responsibility for planning, organising, implementing and monitoring tasks required to achieve required outcomes</li><li>• Evaluates effectiveness of decisions in terms of how well they met stated goals</li><li>• Identifies and addresses an increasing range of familiar problems by implementing contingency plans</li></ul>

## Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to:

- BSBFLM305 Support operational plan
- BSBMGT402 Implement operational plan.

## Links

Companion Volume Implementation Guide is found on VETNet -

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