



**Australian Government**

**Assessment Requirements for  
BSBOPS407X Support organisational  
response to disruption**

**Release: 1**

# Assessment Requirements for BSBOPS407X Support organisational response to disruption

## Modification History

Release	Comments
Release 1	This version first released with the Business Services Training Package Version 8.0. Newly created unit.

## Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- support an organisational response to at least one disruptive event and evaluate the effectiveness of the response.

In the course of the above, the candidate must:

- comply with legislative requirements applicable to disruptive event
- adhere to organisational policies and procedures applicable to disruptive event.

## Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- types of organisational disruptive events, including:
  - public health risks, including epidemics and pandemics
  - environmental changes and natural disasters
  - economic and geopolitical disruption
  - civil unrest
  - cyber threats
  - terrorist attacks
  - operational disruption, including mergers or acquisitions, litigation, operational transformation and technological developments
- types of internal and external business risks that may contribute to organisational disruption, including:
  - strategic risks

- compliance risks
- financial risks
- workplace health and safety risks
- operational risks
- areas of organisation that may be impacted by disruptive events, including:
  - supply chain and operations
  - personnel
  - customer demands
  - workplace health and safety
  - data
  - organisational culture
- key resources required to respond to disruption, including:
  - employees
  - financial modelling and outlooks
  - reskilling and upskilling techniques
  - organisational technology and tools
  - organisational policies and procedures
- organisational policies and procedures required to respond to disruptive events, including those relating to:
  - risk assessment
  - required documentation
  - training methods and materials
  - evaluation methods to assess effectiveness of organisational responses
- legislative requirements associated with responding to disruptive events
- key features of organisational crisis management plan
- work health and safety (WHS) requirements associated with responding to disruptive events.

## **Assessment Conditions**

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- legislative requirements and organisational policies and procedures required to demonstrate performance evidence
- case studies and, where possible, real situations
- opportunities for interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## **Links**

Companion Volume Implementation Guide is found on VETNet - -

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