BSBOPS407X Support organisational response to disruption

Release: 1

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Modification History

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

Application

This unit describes the skills and knowledge required to support an organisation's response to a range of disruptive events. This includes identifying the nature and scope of a disruptive event and its impact, supporting the implementation of resources and training to minimise disruption, and evaluating the response.

The unit covers supporting responses to an 'organisational disruption' characterised as a significant disturbance to the operations of an organisation or work area caused by a 'disruptive event'. Disruptive events may be internal or external to the organisation and may or may not be foreseeable. These events impact on a range of industries and settings and include public health risks (such as epidemics and pandemics), natural disasters (such as floods and bushfires), public inquiries and litigation.

The unit applies to individuals who provide support within an organisation or a team in providing a response to disruptive events in an organisation.

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
Elements describe the essential *outcomes.*	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify disruptive events and their impact on organisation	1.1 Identify real or potential internal or external event that may contribute to organisational disruption and assess its risk to business according to organisational policies and procedures 1.2 Identify existing organisational policies and procedures that

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	address identified internal or external business risk
	1.3 Analyse possible future risk to organisation or work area and the potential disruption they would present
2. Assess extent of organisational disruption	2.1 Identify areas of organisation directly impacted by disruptive event according to organisational policies and procedures
	2.2 Identify relevant personnel impacted by disruptive event
	2.3 Identify impacts of disruptive event on broader workplace
	2.4 Consult with relevant stakeholders to identify extent of disruption on workplace according to organisational policies and procedures
3. Assist in organisational response to disruption	3.1 Assist in implementing resources and risk mitigation strategies required to minimise impact of disruption to organisation according to organisational policies and procedures, legislative requirements, and work health and safety (WHS) requirements
	3.2 Support implementation of training needed to prevent similar disruptive events occurring in the future according to organisational policies and procedures
	3.3 Support organisational communications activities as required
	3.4 Document support provided according to organisational policies and procedures and legislative requirements
4. Evaluate organisational response to disruption	4.1 Document actions taken in response to disruptive event according to organisational policies and procedures
	4.2 Assess effectiveness of each action taken according to organisational policies and procedures
	4.3 Identify additional action required moving forward
	4.4 Document recommendations for future disruptive events faced by organisation
	4.5 Communicate outcomes of organisational response to key stakeholders

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Oral communication	• Participates in discussions using listening and questioning to elicit the views of others and to clarify and confirm understanding
	• Presents information and opinions using language and non-verbal features appropriate to audience
Reading	• Critically evaluates and applies content from a range of at times structurally complex texts, including relevant organisational policies

	and procedures	
Problem solving	• Analyses information to make decisions, involving others when appropriate • Uses formal and informal processes to monitor implementation of decisions and reflect on outcomes	
Self-management	• Identifies, analyses and evaluates own response to disruption, determining successes and failures	
Teamwork	• Collaborates and consults with others to achieve shared goals in responding to organisational disruption • Cooperates with others as part of organisational response and contributes to specific activities requiring joint responsibility and accountability	
Planning and organising	• Monitors and actively supports processes and development activities in response to disruption • Plans for unexpected outcomes and implements creative responses to overcome challenges	
Technology	• Uses digital applications to access, extract, organise, integrate and share relevant information	

Unit Mapping Information

No equivalent unit. Newly created unit.

Links

Companion Volume Implementation Guide is found on VETNet - - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10