Assessment Requirements for BSBOPS507X Manage organisational response to disruption

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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.

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:

- manage the response for an organisation or work area to at least one disruptive event.

In the course of the above, the candidate must:

- identify at least two business opportunities arising from the disruption
- comply with organisational policies and procedures and legislative requirements 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:

- key features and components of organisational emergency and crisis management plans
- methods to monitor and improve organisational emergency and crisis management plan, including:
  - observation
  - stakeholder interviews
  - data collection and analysis
- methods for researching appropriate organisational response to disruptive events, including:
  - interviews
  - questionnaires
  - case studies
- organisational policies and procedures relevant to organisational disruption, including business continuity strategies

- rights and obligations relating to organisational disruption set out in work health and safety (WHS) legislation
- management techniques, including:
    - facilitating goal setting
    - supporting team communication
    - adjusting plans based on feedback
- organisational market context and industry trends, including potential threats and opportunities
- organisational goals, mission, and values
- techniques for modelling impact of response to disruption, including:
    - cost-benefit analysis
    - opportunity cost modelling
    - sensitivity analysis
- methods for large-scale communication when managing organisational response to disruption, including:
    - webinars
    - email newsletters
    - livestreams
    - information panels
- relevant legislative and regulatory requirements that impact on business performance during 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:

- relevant legislative and regulatory 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