Australian Government

BSBSMB408 Manage personal, family, cultural and business obligations

Release: 1

BSBSMB408 Manage personal, family, cultural and business obligations

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 examine the impact personal, family and cultural obligations have on business operations, and to develop and implement strategies to improve business success.

It applies to individuals who operate small or micro businesses. In this role, individuals use analytical skills to identify their own obligations, and communication skills to explain business ideas and issues to others.

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

Unit Sector

Management and Leadership – Small and Micro Business

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 personal and business commitments/ obligations within family, cultural and community contexts	1.1 Identify personal, family, cultural and/or community contexts the business operates in 1.2 Identify personal, family, cultural and/or community commitments/obligations that impact the business 1.3 Consider strategies to address and minimise negative impacts these commitments/obligations may have on the business 1.4 Prepare workable plans to address and minimise impact these issues have
2. Develop ethical work	2.1 Develop a culturally appropriate work ethic in terms of

ELEMENT	PERFORMANCE CRITERIA
practices within family, cultural and community contexts	personal, family and community obligations, and cultural requirements
	2.2 Identify and implement strategies to reinforce a culturally appropriate work ethic in the business
	2.3 Prepare contingency plans for when alternative action is required due to changes within the business, family, cultural and/or community environments
3. Review work practices within family, cultural and community contexts	3.1 Monitor personal, family, cultural and/or community commitments/obligations to identify any changes that might impact the business
	3.2 Review plans and strategies to ensure negative impacts of any commitments/obligations are addressed, and implement any necessary changes
	3.3 Monitor implementation of culturally appropriate work ethic to ensure it is supported and maintained in the business

Foundation Skills

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

Skill	Performance Criteria	Description
Reading	1.4, 3.2	• Recognises and interprets textual information to address improvements to work practices
Writing	1.4, 2.3, 3.2	• Uses clear and specific terminology to complete and update workplace documentation
Oral Communication	1.1, 1.2	• Provides clear information using language appropriate to audience and environment
Navigate the world of work	1.1, 1.2, 2.1, 2.2, 3.3	• Considers the features of cultural and ethical environment that impact on a business
Get the work done	1.1-1.4, 2.2, 2.3, 3.1-3.3	• Plans, organises and implements tasks required to manage multiple obligations • Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of factors into account • Uses formal and informal processes to monitor

		implementation of ideas and reflect on outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBSMB408 Manage personal, family, cultural and business obligations	BSBSMB408B Manage personal, family, cultural and business obligations	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