



**Australian Government**

# **BSBWOR404 Develop work priorities**

**Release: 2**

## BSBWOR404 Develop work priorities

### Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 1.1. Version created to correct mapping table information
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 monitor and obtain feedback on own work performance and access learning opportunities for professional development.

This unit applies to individuals who are required to design their own work schedules and work plans and to establish priorities for their work. They will typically hold some responsibilities for the work of others and have some autonomy in relation to their own role.

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

### Unit Sector

Industry Capability – Workplace Effectiveness

### 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. Plan and complete own work schedule	1.1 Prepare workgroup plans which reflect consideration of resources, client needs and workgroup targets 1.2 Analyse and incorporate work objectives and priorities into personal schedules and responsibilities 1.3 Identify factors affecting the achievement of work objectives and establish contingencies and incorporate them into work plans 1.4 Efficiently and effectively use business technology to manage

ELEMENT	PERFORMANCE CRITERIA
	and monitor planning completion and scheduling of tasks
2. Monitor own work performance	<p>2.1 Identify and analyse personal performance through self-assessment and feedback from others on the achievement of work objectives</p> <p>2.2 Seek and evaluate feedback on performance from colleagues and clients in the context of individual and group requirements</p> <p>2.3 Routinely identify and report on variations in the quality of service and performance in accordance with organisational requirements</p>
3. Co-ordinate professional development	<p>3.1 Assess personal knowledge and skills against organisational benchmarks to determine development needs and priorities</p> <p>3.2 Research and identify sources and plan for opportunities for improvement in consultation with colleagues</p> <p>3.3 Use feedback to identify and develop ways to improve competence within available opportunities</p> <p>3.4 Identify, access and complete professional development activities to assist career development</p> <p>3.5 Store and maintain records and documents relating to achievements and assessments in accordance with organisational requirements</p>

## 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
Learning	3.1, 3.2, 3.3, 3.4	<ul style="list-style-type: none"> <li>Develops strategies to reflect on own performance, obtain feedback, and plan and source professional development opportunities</li> </ul>
Reading	1.2, 2.1, 2.3, 3.1, 3.5	<ul style="list-style-type: none"> <li>Recognises and interprets textual information from relevant sources to understand organisation's policies and practices</li> </ul>
Writing	1.1, 1.3, 2.2, 2.3, 3.2, 3.5	<ul style="list-style-type: none"> <li>Prepares written reports and workplace documentation that communicate complex information clearly and effectively</li> </ul>

Oral Communication	2.2, 2.3, 3.2	<ul style="list-style-type: none"> <li>Provides or seeks information using language suitable to audience and context</li> <li>Employs listening and questioning techniques to confirm understanding</li> </ul>
Numeracy	1.1, 1.2, 1.3	<ul style="list-style-type: none"> <li>Interprets numerical information related to budgets and timeframes</li> </ul>
Navigate the world of work	1.2, 2.1, 2.3, 3.1, 3.5	<ul style="list-style-type: none"> <li>Identifies and understands roles and responsibilities in relation to organisational objectives, policies and procedures</li> </ul>
Interact with others	2.2, 2.3, 3.2	<ul style="list-style-type: none"> <li>Selects and uses appropriate practices when communicating with internal and external stakeholders to seek or share information</li> <li>Establishes and builds rapport and relationships with others to foster a culture of trust and honesty in communications</li> </ul>
Get the work done	1.1-1.4, 2.3, 3.1, 3.2, 3.4, 3.5	<ul style="list-style-type: none"> <li>Plans, organises and implements tasks to meet organisational requirements</li> <li>Systematically gathers and analyses information and evaluates options in order to anticipate potential problems and develop contingency plans</li> <li>Uses the main features and functions of digital technologies and tools to complete work tasks efficiently and effectively</li> </ul>

## Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBWOR404 Develop work priorities	BSBWOR404B Develop work priorities	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>