Australian Government

Department of Education, Employment and Workplace Relations

BSBFLM306B Provide workplace information and resourcing plans

Release: 1

BSBFLM306B Provide workplace information and resourcing plans

Modification History

Not applicable.

Unit Descriptor

This unit specifies the outcomes required to support the information management system. It involves the identification, acquisition, initial analysis and use of appropriate workplace information.
This unit replaces BSBFLM306A Provide workplace information and resourcing plans.
Frontline managers, in supporting the processes of identifying, acquiring, analysing and using appropriate information, play a significant part in the organisation's effectiveness.
At this level, work will normally be carried out within known routines, methods and procedures, and may also involve a number of complex or non-routine activities that require some discretion and judgement.
This unit is related to BSBFLM406B Implement workplace information system. Consider co-assessment with BSBFLM305B Support operational plan, BSBFLM312A Contribute to team effectiveness, BSBCMN310A Deliver and monitor a service to customers, BSBCMN311A Maintain workplace safety, and BSBFLM309B Support continuous improvement systems and processes.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element		Performance Criteria	
1	Locate relevant information	1.1	Information required by teams is located
		1.2	Information held by the organisation is acquired and reviewed according to organisational procedures
		1.3	Plans and procedures are carried out to obtain information which is not immediately available/accessible
2	Collect and report information	2.1	Collection of information is timely, and is adequate and relevant to the needs of teams
		2.2	Information acquired is in a format suitable for analysis, interpretation and dissemination
		2.3	Information is accessed to identify and report relevant trends and developments to relevant personnel, within the limits of own role
3	Use information systems	3.1	Management information systems are used effectively to store and retrieve data
		3.2	Technology available in the work area is used to manage information effectively
		3.3	Recommendations for improving the information system are reported to designated persons and/or groups

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4	Support the preparation of business plan and/or budgets	4.1	The work team is involved in the initial preparation of business plans and/or budgets in a way which uses their contribution effectively and contributes to gaining support for the outcomes
		4.2	Information to support the preparation of business plans and/or budgets is presented and recorded in accordance with the organisation's guidelines and requirements
		4.3	Contingency plans are followed in the event that alternative action is required
5	Support the preparation of resource proposals	5.1	Resource planning data is collected in consultation with colleagues as required
		5.2	Estimates of resource needs and use are reported as required according to organisational requirements
		5.3	Resource requirements are processed within limits of own role

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide provides advice to inform and support appropriate assessment of this unit. It contains an overview of the assessment requirements followed by identification of specific aspects of evidence that will need to be addressed in determining competence. The Evidence Guide is an integral part of the unit and should be read and interpreted in conjunction with the other components of competency. Assessment must reflect the endorsed Assessment Guidelines of the parent Training Package.

Overview of Assessment Requirements

A person who demonstrates competence in this standard must be able to provide evidence that they are able to support the workplace information system by accessing and using workplace information to facilitate business operations, and providing support for the preparation of information for financial and resource plans and proposals.

Specific Evidence Requirements

Required knowledge and understanding include:

relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

a general understanding of:

- workplace information systems
- operational plans and budgets
- resource proposals

the basic financial concepts in operational plans and budgets

the methods to gain efficiencies in operational resource management

Required skills and attributes include:

ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

functional literacy skills to access and use workplace information

communication and research skills covering information collection, analysis and reporting

skills to improve information usage in decision making

information preparation skills

coaching and mentoring skills to provide support to colleagues

technical skills to extract and input information

Key competencies or generic skills relevant to this unit

The seven key competencies represent generic skills considered essential for effective work participation. Innovation skills represent a further area of generic competence. The bracketed numbering indicates the performance level required in this unit:

Level (1) represents the competence to undertake tasks effectively

Level (2) represents the competence to manage tasks

Level (3) represents the competence to use concepts for evaluating and reshaping tasks. The bulleted points provide examples of how the key competencies can be applied for this unit.

Communicating ideas and information (2)

communicating with members of work team and others to support the workplace information system

Collecting, analysing and organising information (2)

collecting resource planning data using management information system to store and retrieve data

Planning and organising activities (2)

preparing business plans and budgets to facilitate workplace operations
Working in a team (2)
involving the work team in planning and budget preparation
Using mathematical ideas and techniques (1)
using these to aid data collection and to make budget calculations
Solving problems (2)
using problem solving to effectively support the information management system
Using technology (1)
using technology to assist in the management of information
Innovation skills (2)
developing an innovative approach to using the management information system to enhance business operations

Products that could be used as evidence include:
documentation produced from supporting the management information system, such as:
- contribution to organisational policies and procedures
- contribution to procedures and policies for dealing with information management systems, and related codes of conduct - actions taken to address information collection, retrieval and use
- actions taken to address methods of reporting information
- actions taken to address internal and external information management issues
- learning and development plans for team members
- actions taken to address issues and problems within work team
- materials developed for coaching
- induction programs developed and/or delivered
- advice and input into management decisions related to workplace information
- records of information management lessons learned

Processes that could be used as evidence include:
how information within the work team was located and collected
how information held by the organisation was acquired and reviewed
examples of procedures used to obtain information which is not readily available
how information was collected in a suitable format, a time efficient manner and how accuracy and adequacy has been ensured
examples of how information was used especially the utilisation of technology
how recommendations for improvement have been encouraged
how the work team was involved in the initial preparation of business plans and budgets
how estimates of resource needs were planned and resource requirements processed

Resource implications for assessment include:
access by the learner and trainer to appropriate documentation and resources normally used in the workplace

Validity and sufficiency of evidence requires:
that this unit can be assessed in the workplace or in a closely simulated work environment
that where assessment is part of a learning experience, evidence will need to be collected over a period of time, involving both formative and summative assessment
that examples of actions taken by candidate to provide workplace information and resourcing plans are provided

Integrated competency assessment means:

that this unit should be assessed with other frontline management units taken as part of this qualification as applicable to the candidate's leadership role in a work team, and as part of an integrated assessment activity

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- resource proposals

the basic financial concepts in operational plans and budgets

the methods to gain efficiencies in operational resource management

Required skills and attributes include:

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skills to improve information usage in decision making

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Using mathematical ideas and techniques (1)

using these to aid data collection and to make budget calculations

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using problem solving to effectively support the information management system

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examples of how information was used especially the utilisation of technology

how recommendations for improvement have been encouraged

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Range Statement

The Range Statement adds definition to the unit by elaborating critical or significant aspects of the performance requirements of the unit. The Range Statement establishes the range of indicative meanings or applications of these requirements in different operating contexts and conditions. The specific aspects which require elaboration are identified by the use of italics in the Performance Criteria.

Legislation, codes and national standards relevant to the workplace may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to occupational health   and safety (OHS) and environmental issues, equal opportunity, industrial relations, anti-discrimination and record keeping   standards and legislation
- relevant industry codes of practice

OHS considerations may include:

provision of information about OHS legislative requirements and the organisation's OHS policies, procedures and programs

employee access to OHS information

consultation with relevant key personnel on OHS issues according to organisational procedures

inclusion of OHS in business plans

inclusion of OHS in resource proposals

consideration of OHS requirements in the planning process

training of all employees in health and safety procedures

participation in the regular update of OHS systems and procedures

changes to work practices, procedures and the working environment which impact on OHS

Information may include:

data shared and retrieved in various forms such as in writing or verbally, electronically or manually

policies and procedures

planning and organisational documents

organisational performance data

financial and contractual data

marketing and customer-related data

continuous improvement and quality assurance data

archived, filed and historical background data

data available internally or externally

Plans and procedures may include:

an informal document outlining a series of planned actions or steps

the organisation's processes and procedures used to obtain information, with consideration given to meeting legislative requirements, such as privacy, anti-discrimination

organisational procedures such as Standard Operating Procedures, record keeping procedures

action plans, project plans or more formal planning tools in line with organisational procedures and levels of own responsibility

Relevant personnel may include:

managers

supervisors

other staff/employees

colleagues and specialist resource managers

OHS committees and OHS representatives

other people with specialist responsibilities

Management information systems may be:

the entire infrastructure of an organisation, including personnel, and the components for the collection, processing, storage, transmission, display, dissemination, and disposition of information

Technology may include:

computerised systems and software such as databases, project management and word-processing

telecommunications devices

other technology available in the workplace and used to carry out work roles and responsibilities

Designated persons or groups may include:

the frontline manager's supervisors or others with management roles and responsibilities concerning information systems

other work groups or teams whose work will be affected by the system

groups designated in workplace policies and procedures

other stakeholders accessing the information system such as customers and service providers

Business plans and/or budgets may refer to:

long or short term budgets/plans relative to own responsibilities

operational plans

spreadsheet-based financial projections

cash flow projections

targets or Key Performance Indicators (KPIs) for production, productivity, wastage, sales, income and expenditure

Contingency plans will usually be developed by others and may include:

rental, hire purchase or alternative means of procurement of required materials, equipment and stock

contracting out or outsourcing human resource and other functions or tasks

restructuring of organisation to reduce labour costs

strategies for reducing costs, wastage, stock or consumables

diversification of outcomes

recycling and re-use

finding cheaper or lower quality raw materials and consumables

seeking further funding

increasing sales or production

risk identification, assessment and management processes

Resource planning data may relate to:

people

power/energy

information

finance

buildings/facilities

equipment/technology

time

targets or Key Performance Indicators (KPIs) for production, productivity, wastage, sales, income and expenditure

Colleagues may include:

team members

employees at the same level or more senior managers

OHS representatives

people from a wide variety of social, cultural and ethnic backgrounds and physical and mental abilities

Resource requirements may include:

supply of resources

stock requirements/requisitions

purchasing or ordering of goods

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Unit Sector(s)

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