



Australian Government

Department of Education, Employment and Workplace Relations

BSBADM409A Coordinate business resources

Revision Number: 2

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Modification History

Release	Comments
Release 2	<p>New release of this unit released with <i>version 6 of BSB07 Business Services Training Package</i>.</p> <ul style="list-style-type: none">• Inclusion of ‘environmental sustainability business practices and standards’ in the Range Statement

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to determine and analyse existing and required resources, their effective application and the accountability for their use.

Application of the Unit

This unit applies to individuals with a broad knowledge of business resources who contribute well developed skills and knowledge to ensure adequate resources are available to perform the work of the organisation. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine resource requirements	<ul style="list-style-type: none">1.1. Determine resource requirements in accordance with business and operational plans, and organisational requirements1.2. Provide opportunities to individuals and workgroups to contribute to the identification of resource requirements1.3. Ensure resource expenditure is realistic and makes efficient use of available budget resources1.4. Present recommendations on resource requirements in the required format, style and structure using relevant business equipment and technology
2. Acquire and allocate resources	<ul style="list-style-type: none">2.1. Acquire physical resources and services in accordance with organisational requirements2.2. Check resources to ensure quality and quantity, in line with service agreements2.3. Allocate resources promptly to enable achievement of workgroup objectives2.4. Ensure consultation with individuals and teams on allocation of resources is participative and is conducted using appropriate interpersonal skills
3. Monitor and report on resource usage	<ul style="list-style-type: none">3.1. Measure effectiveness of resource planning, and assess against actual costs, identified shortfalls and surpluses3.2. Develop and implement methods of monitoring resource use to enable timely and accurate reporting against business and operational plans3.3. Identify improvements in resource planning through consultation and feedback, and implement in accordance with organisational requirements3.4. Maintain records concerning equipment and resource purchases, in accordance with organisational requirements

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to request advice, to receive feedback and to work with a team
- literacy skills to draft complex reports and to display logical information on resource usage
- numeracy skills to interpret, compare and calculate resource usage costs
- planning skills to schedule and track resource use and availability.

Required knowledge

- common equipment faults
- functions of a range of business equipment
- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - environmental issues
 - occupational health and safety (OHS)
- organisational policies, plans and procedures
- record management processes and techniques related to maintenance schedules.

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none">• monitoring resource usage to determine resource needs• maintaining records of resource requirements• calculating costs and expenditures in relation to use and maintenance of business resources• knowledge of relevant legislation.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none">• access to an actual workplace or simulated environment• access to office equipment and resources• examples of records relating to business resources.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none">• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate• review of recommendations on resource requirements• review of records concerning equipment and resource purchases• analysis of responses to case studies and scenarios• demonstration of techniques• oral or written questioning to assess knowledge of functions of a range of business equipment.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none">• other general administration units.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Resource requirements</i> may include:	<ul style="list-style-type: none"> • human resources • location/premises • OHS resources • plant/machinery • raw materials • refurbishment • staff amenities • stock and supplies • storage space • technological equipment/software • training materials
<i>Organisational requirements</i> may include:	<ul style="list-style-type: none"> • access and equity principles and practices • business and performance plans • defined resource parameters • ethical standards • goals, objectives, plans, systems and processes • legal and organisational policies, guidelines and requirements • management and accountability channels • manufacturers' and operational specifications • OHS policies, procedures and programs • environmental sustainability business practices and standards • quality and continuous improvement processes and standards • quality assurance and/or procedures manuals • reporting requirements • security and confidentiality requirements
<i>Business equipment and technology</i> may include:	<ul style="list-style-type: none"> • answering machine • binder • computer • fax machine • photocopier • printer • shredder

	<ul style="list-style-type: none">• telephone
<i>Appropriate interpersonal skills</i> may include:	<ul style="list-style-type: none">• clarity of language• consultation methods, techniques and protocols• seeking feedback from group members to confirm understanding• summarising and paraphrasing• using appropriate body language
<i>Feedback</i> sources may include:	<ul style="list-style-type: none">• customer/client response data• employee data• equipment meter readings• financial forecasts• sales orders• suppliers' invoices
<i>Records</i> may include:	<ul style="list-style-type: none">• computerised or manual• financial statements• invoices• maintenance schedules• order forms• petty cash forms• purchase orders• stock list and inventory control

Unit Sector(s)

Administration - General Administration