Australian Government

Department of Education, Employment and Workplace Relations

BSBCCO501A Develop business continuity strategies

Revision Number: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

BSBCCO501A Develop business continuity strategies

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to develop business continuity plans, processes and tools.
	No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to the development of business continuity planning in an organisation. Business continuity is the stage between a crisis occurring and the implementation of a disaster recovery plan. It is aimed at keeping as many of the business critical operations operating as possible during this period.
	Competence in this unit requires the development of a business continuity plan that will allow an organisation to continue to operate even if in a diminished capacity or only through business critical functions, until functionality is restored. It also requires analytical, planning, risk assessment and communication aspects of the plan.
	This role is undertaken by staff with managerial responsibility.

Licensing/Regulatory Information

Not applicable.

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Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Evaluate the impact of the situation on business operations	1.1. Evaluate immediate *impact* of potential situations on business operations 1.2. Identify *business functions* that are potentially impacted 1.3. Determine likely timing before normal operations will be restored 1.4. Define and agree with stakeholders the parameters (timings) which will determine employment of *disaster recovery procedures* 1.5. Liaise and effectively consult with all impacted parties and stakeholders
2. Identify business critical functions that must continue	2.1. Determine *business imperatives* that must be addressed or continue 2.2. Consider *practical options* to maintain business critical operations 2.3. Consult all major stakeholders 2.4. Agree with stakeholders on priorities
3. Develop plan to maintain business critical operations	3.1. Determine available *back-up facilities* or systems 3.2. Map how business critical functions can be continued using a modified approach 3.3. Evaluate resourcing requirements 3.4. Consider any occupational health and safety (OHS) requirements in formation of plan 3.5. Determine need for a communication plan to be developed and implemented 3.6. Document plan 3.7. Communicate plan to stakeholders
4. Develop plan to update enterprise systems or information when systems become available	4.1. Evaluate the impact of modified operations on organisational information systems 4.2. Determine resources required to input manually collected data into systems and complete *follow-up action* 4.3. Work with stakeholders to consider any *downstream impacts* 4.4. Develop communication plan to ensure all stakeholders are informed on status
5. Evaluate effectiveness of business continuity	5.1. Evaluate effectiveness of business continuity activities 5.2. Seek stakeholder feedback

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ELEMENT	PERFORMANCE CRITERIA
plan	5.3. Determine areas for improvement
	5.4. Modify business continuity plan documentation incorporating improvement areas

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- analytical skills to analyse relevant workplace information and data, and to make observations of workplace tasks and interactions between people, their activities, equipment, environment and systems
- communication and negotiation skills to effectively and calmly communicate with people at all levels during a time of crisis
- information technology skills to be able to understand complex information technology issues within the work environment
- leadership skills to gain trust and confidence of colleagues and stakeholders
- presentation skills to develop and present reports or presentations that deal with complex ideas and concepts, and to articulate information and ideas clearly
- project planning skills to effectively develop and execute potentially complex business continuity planning
- research skills to undertake the necessary background research for the plan
- risk assessment and management skills to consider and mitigate key risks in the development of the plan
- stress management skills to work effectively and positively under the pressure of a major incident or situation within the workplace.

Required knowledge

- emergency procedures for site and organisation
- infrastructure (facilities, technology, resources and systems) employed in a business environment
- key personnel within workplace management structure
- OHS requirements within the workplace
- organisational crisis management and disaster recovery plans
- organisational, statutory, regulatory and legislative requirements
- organisation's expectations in relation to continuity of key business activities in time of crisis or incident
- principles of contingency planning
- stress management techniques.

Evidence Guide

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	Evidence of the following is essential: • ability to develop, implement and review business continuity planning • knowledge of organisational, statutory, regulatory and legislative requirements.
Context of and specific resources for assessment	Assessment must ensure: • access to workplace information and data • access to information and databases for analysis activities • access to relevant legislation, standards and guidelines • access to training records and minutes of meetings where business continuity has been discussed or training has been implemented.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of and discussion about, business continuity principles • review of documented business continuity plan • oral and/or written questioning to assess knowledge of technology and systems employed • analysis of stakeholder feedback • review of training records and communication of plan • review of evaluation of actual situations where business continuity plan was employed.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

EVIDENCE GUIDE	
	• BSBOHS606BDevelop and implement crisis management processes • ICAA5056A Prepare disaster recovery and contingency plans.

Range Statement

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.	
Impacts may include:	• damage to facilities • loss of communications • loss of key staff • loss of systems • trauma to staff
Business functions may include:	• despatch of field staff • input of data • provision of services • responding to customer contact • services and products the organisation normally provides
Disaster recovery procedures may include:	• relocation to alternative site • restoration of facility • restoration of technology and data
Business imperatives may include:	• core functions that have significant impact on customers and organisation • functions determined as priority by organisation • functions required by statutory, regulatory or legislative requirements
Practical options may include:	• communication plan • manual recording and processing of transactions • recorded messages on Interactive Voice Response (IVR) • responding to generic questions from available information • taking messages and call back requests • transferring activity to alternative site
Back-up facilities may include:	• alternative site • Uninterrupted Power Supply (UPS) - back-up power

RANGE STATEMENT	
Follow-up action may include:	• call back or response to contact • data entry of transactions • enquiry investigation and resolution
Downstream impacts may include:	• impact on competitive position • impacts on billing and cash flow • negative media attention • not achieving statutory, regulatory, legislative or organisational requirements • possible negative reaction by customers

Unit Sector(s)

Unit sector	

Competency field

Competency field	Stakeholder Relations - Contact Centre Operations

Co-requisite units

Co-requisite units		