



Australian Government

Department of Education, Employment and Workplace Relations

BSBFLM306C Provide workplace information and resourcing plans

Revision Number: 1

BSBFLM306C Provide workplace information and resourcing plans

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to support the information management system. It involves the identification, acquisition, initial analysis and use of appropriate workplace information.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>Frontline managers, in supporting the processes of identifying, acquiring, analysing and using appropriate information, play a significant part in the organisation's effectiveness.</p> <p>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.</p> <p>This unit is related to BSBINM401A Implement workplace information system.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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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. Locate relevant information	1.1. Identify and locate information required by teams 1.2. Acquire and review information according to organisational procedures 1.3. Apply plans and procedures to obtain information which is not immediately available/accessible
2. Collect and report information	2.1. Collect information relevant to the needs of teams in an adequate and timely manner 2.2. Ensure information acquired is in a format suitable for analysis, interpretation and dissemination 2.3. Use information to identify and report relevant trends and developments to relevant personnel , within the limits of own role
3. Use information systems	3.1. Effectively use management information systems to store and retrieve data 3.2. Use available technology to manage information effectively 3.3. Report recommendations for improving information system to designated persons and/or groups
4. Support the preparation of business plan and/or budgets	4.1. Effectively utilise the contribution of the work team when preparing business plans and/or budgets to gain support for the outcomes 4.2. Present and record information to support the preparation of business plans and/or budgets in accordance with the organisation's guidelines and requirements 4.3. Follow contingency plans in the event that alternative action is required
5. Support the preparation of resource proposals	5.1. Consult with colleagues to collect resource planning data as required 5.2. Report estimated resource needs and usage according to organisational requirements as necessary 5.3. Facilitate resourcing within limits of own role

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- coaching and mentoring skills to provide support to colleagues
- communication and research skills covering information collection, analysis and reporting
- functional literacy skills to access and use workplace information
- information preparation skills
- skills to improve information usage in decision making
- technical skills to extract and input information

Required knowledge

- a general understanding of:
 - workplace information systems
 - operational plans and budgets
 - resource proposals
- basic financial concepts relating operational plans and budgets
- methods to gain efficiencies in operational resource management
- relevant legislation from all levels of government which may affect business operations, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

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	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • using management information system to collect, store and retrieve data supporting the preparation of business plans and/or budgets • involving the work team in planning and budget preparation • estimating resource needs and usage according to organisational requirements and allocating or acquiring resources within limits of own role.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to appropriate documentation and resources normally used in the workplace.
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 • records produced from working in a team, such as: <ul style="list-style-type: none"> • reports • minutes or records of meetings • work journals or diaries • learning and development plans developed with team members • records of actions taken to address issues raised by team members.
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"> • BSBCUS301A Deliver and monitor a service to customers • BSBFLM305C Support operational plan • BSBFLM312C Contribute to team effectiveness

EVIDENCE GUIDE

- BSBCMN311B Maintain workplace safety.

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.

<i>Information</i> may include:	<ul style="list-style-type: none"> • archived, filed and historical background data • continuous improvement and quality assurance data • data available internally or externally • data shared and retrieved in various forms such as in writing or verbally, electronically or manually • financial and contractual data • marketing and customer-related data • organisational performance data • planning and organisational documents • policies and procedures.
<i>Plans and procedures</i> may include:	<ul style="list-style-type: none"> • action plans, project plans or more formal planning tools in line with organisational procedures and levels of own responsibility • informal documents outlining a series of planned actions or steps • organisational procedures such as Standard Operating Procedures, record keeping procedures • organisational processes and procedures used to obtain information, with consideration given to meeting legislative requirements, such as privacy, anti-discrimination.
<i>Relevant personnel</i> may include:	<ul style="list-style-type: none"> • colleagues and specialist resource managers • OHS committees and OHS representatives • supervisors, managers and other staff/employees • other people with specialist responsibilities.
<i>Management information systems</i> may be:	<ul style="list-style-type: none"> • the entire infrastructure of an organisation, including personnel, and the components for the collection, processing, storage, transmission, display, dissemination, and disposition of information.

RANGE STATEMENT	
<i>Technology</i> may include:	<ul style="list-style-type: none"> • 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.
<i>Designated persons or groups</i> may include:	<ul style="list-style-type: none"> • groups designated in workplace policies and procedures • the frontline manager's supervisors or others with management roles and responsibilities concerning information systems • other stakeholders accessing the information system such as customers and service providers • other work groups or teams whose work will be affected by the system.
<i>Business plans and/or budgets</i> may refer to:	<ul style="list-style-type: none"> • cash flow projections • long or short term budgets/plans relative to own responsibilities • operational plans • spreadsheet-based financial projections • targets or Key Performance Indicators (KPIs) for production, productivity, wastage, sales, income and expenditure.
<i>Contingency plans</i> will usually be developed by others and may include:	<ul style="list-style-type: none"> • contracting out or outsourcing human resource and other functions or tasks • diversification of outcomes • finding cheaper or lower quality raw materials and consumables • increasing sales or production • recycling and re-use • rental, hire purchase or alternative means of procurement of required materials, equipment and stock • restructuring of organisation to reduce labour costs • risk identification, assessment and management processes • seeking further funding • strategies for reducing costs, wastage, stock or consumables.

RANGE STATEMENT	
<i>Colleagues</i> may include:	<ul style="list-style-type: none"> 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 team members.
<i>Resource planning data</i> may relate to:	<ul style="list-style-type: none"> buildings/facilities equipment/technology finance information people power/energy targets or Key Performance Indicators (KPIs) for production, productivity, wastage, sales, income and expenditure time.
<i>Resourcing</i> may include:	<ul style="list-style-type: none"> purchasing or ordering of goods stock requirements/requisitions supply of resources.

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Management and Leadership - Frontline Management
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Co-requisite units

Co-requisite units	

Co-requisite units		