Australian Government

Department of Education, Employment and Workplace Relations

SITXMGT002A Develop and implement operational plans

Revision Number: 1

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

SITXMGT002A Develop and implement operational plans

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to undertake workplace planning with an operational focus.
	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 individuals who are responsible for the development and implementation of workplace plans across a broad range of areas. It has a strong focus on both the planning and implementation of workplace initiatives.
	Those with managerial responsibility undertake this role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills   The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Define planning needs.	1.1 Assess **operational planning needs** based on monitoring of workplace needs and identification of opportunities for improvement and innovation.
	1.2 Define scope and objectives of the required initiative based on organisation goals, and staff and customer feedback.
	1.3 Identify and analyse **internal and external factors** that may impact on the development of the operational plan.
2 Develop operational plan.	2.1 Develop operational plan clearly identifying all priorities, responsibilities and timelines.
	2.2 Integrate appropriate and financially-sound **resource strategies**.
	2.3 Develop **administrative framework and systems** capable of supporting the planned initiative.

ELEMENT		PERFORMANCE CRITERIA
	2.4	Consult *appropriate colleagues* during the development of the plan.
	2.5	Develop *evaluation systems* in consultation with appropriate colleagues.
	2.6	Initiate an internal and external communications strategy to keep all stakeholders informed.
3 Administer and monitor operational plans.	3.1	Implement and monitor identified actions according to agreed priorities.
	3.2	Provide *support and assistance* to colleagues involved in implementing the plan.
	3.3	Provide progress and other reports according to organisation requirements.
	3.4	Make assessment of the need for additional resource requirements and take appropriate action according to organisation policy.
4 Conduct ongoing evaluation.	4.1	Use agreed evaluation methods to assess effectiveness in the workplace.
	4.2	Involve appropriate colleagues in the evaluation.
	4.3	Identify problems and make adjustments accordingly.
	4.4	Incorporate the results of evaluation into ongoing planning and operational management.

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Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- research skills to source and analyse a broad range of information on varying issues from multiple sources
- problem-solving and contingency management skills to address a broad range of operational issues at a management level
- planning and organisational skills to implement and monitor the operational plan
- literacy skills to interpret and develop documents dealing with complex issues and ideas
- communication skills to consult colleagues through clear and direct communication
- numeracy skills to develop and monitor financial aspects of the operational plan.

The following knowledge must be assessed as part of this unit:

- key planning concepts and techniques, including the structure of plans and steps in the planning process
- current internal and external environments that impact on planning within the organisation or industry sector
- typical issues that arise in the implementation of plans, and strategies to address these

legal issues appropriate to the industry sector that affect organisation operations.

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, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: - ability to develop an operational plan for a specific workplace context that identifies current and relevant industry and organisation issues and includes clear action plans and evaluation mechanisms

EVIDENCE GUIDE

- management skills demonstrated through effective implementation of the plan, including the ability to respond to changing circumstances encountered in the implementation phase
- knowledge and understanding of current legal issues and industry issues affecting general operations within the sector
- project or work activities conducted over an operationally realistic period of time so that the planning, evaluation and monitoring aspects of this unit can be assessed.

Context of and specific resources for assessment	Assessment must ensure: - involvement of multiple stakeholders to ensure consultation processes are included.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: - evaluation of a plan prepared by the candidate as well as an evaluation of the implementation and evaluation phase to assess ongoing monitoring - evaluation of reports prepared by the candidate detailing the plan, how the planning process was undertaken, the ways in which implementation and evaluation of the plan were carried out and the lessons learned to inform future project planning - review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.
	Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

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 in the performance criteria is detailed below.

Operational planning needs may relate to any plan required to support day-to-day workplace operations, such as:	• introduction of a new product • staff reorganisation • impacts of marketing initiatives or campaigns • office relocation or refurbishment • upgrading of facilities • changes in work practices or procedures • business expansion or contraction • introduction of new systems.

RANGE STATEMENT

Internal and external factors to be analysed may include:

- capabilities and resources, including:
  - human resources
  - financial resources
  - equipment capacity
  - staff skill levels
  - hours of operation
  - communication capabilities
  - location and position
- trends and developments in the marketplace, including:
  - economic
  - ecological and environmental
  - government activities
  - social and cultural
  - demographic
  - technological
  - industrial
- comparative market information, including:
  - best practice information
  - benchmarking
  - competitor information
- legal and ethical constraints, including:
  - legislation
  - regulation
  - codes of practice
  - cultural expectations and influences
  - social responsibilities, such as protection of children and environmental issues.

Resource strategies may relate to:

- human
- financial
- physical.

Administrative framework and systems may include:

- dedicating staff to the planned initiative
- establishing communication protocols
- developing supporting documentation or resources
- regular meetings about the initiative.

RANGE STATEMENT

Appropriate colleagues may include:

- team members
- suppliers
- other management
- staff in other departments
- staff in external organisations.

Evaluation systems may be qualitative or quantitative and may relate to:

- sales figures and targets
- occupancy levels
- customer or staff feedback
- productivity gains.

Support and assistance may include:

- informal coaching and feedback
- making additional resources available
- formal training opportunities
- representing colleagues in the wider environment
- ensuring effective internal and external communication.

Unit Sector(s)

Sector   Cross-Sector

Competency field

Competency field   Management and Leadership