



Australian Government

BSBADM406 Organise business travel

Release: 1

BSBADM406 Organise business travel

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to organise domestic and overseas business travel, including developing associated itineraries, booking travel and accommodation, preparing travel related documentation and making travel arrangements.

It applies to individuals employed in a range of work environments who may work providing administrative support within an enterprise, or have responsibility for these tasks in relation to their own workgroup or role.

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

Unit Sector

Administration – General Administration

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Organise business itinerary for domestic and overseas travel	1.1 Confirm purpose and requirements of domestic or overseas travel including planned itinerary, budget, meeting requirements and traveller preferences 1.2 Identify points of contact and names of contact persons, and make and confirm arrangements for meetings in accordance with planned itinerary 1.3 Prepare daily itineraries with appointments, arrival and departure times, accommodation and other itinerary details in accordance with travel purpose 1.4 Source, prepare and provide documents and support material

ELEMENT	PERFORMANCE CRITERIA
	for meetings within designated timelines 1.5 Prepare itinerary in accordance with meeting requirements and traveller's work health and safety (WHS) requirements 1.6 Provide itinerary and meeting documents to the traveller within designated timelines
2 Make travel arrangements	2.1 Make bookings in accordance with organisational policies and procedures for business travel 2.2 Identify and arrange travel documents in accordance with itinerary and individual requirements 2.3 Confirm and check travel arrangements and dispatch confirmation documents to the traveller within designated timelines 2.4 Negotiate and confirm alternative arrangements in response to changed requirements 2.5 Record travel details and itinerary in accordance with organisational requirements 2.6 Negotiate and confirm communication arrangements in accordance with organisational requirements
3 Arrange credit facilities	3.1 Check and confirm methods of payment 3.2 Make credit arrangements in accordance with organisational policy and procedures

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.5, 2.1-2.3, 3.1, 3.2	Researches and interprets information from various sources in a range of formats to establish and confirm travel requirements
Writing	1.1-1.5, 2.1-2.3, 2.5, 3.1, 3.2	Produces clear, detailed and logically organised texts in required format using vocabulary specific to travel requirements
Oral	1.1, 1.2, 2.1, 2.4, 2.6	Uses appropriate vocabulary, pitch and intonation to convey relevant information

Communication		Listens and asks questions to confirm requirements or clarify understanding
Numeracy	1.1, 1.3, 1.4, 1.6, 2.3, 3.1	- Interprets and comprehends a range of everyday mathematical information that is embedded in familiar texts - Uses basic mathematical formula to calculate credit requirements
Navigate the world of work	1.5, 2.1, 2.5, 2.6, 3.2	Recognises and responds to both explicit and implicit organisational procedures and protocols and legislative/regulatory requirements
Interact with others	1.1, 1.4, 1.6, 2.1, 2.3, 2.4, 2.6	- Collaborates and negotiates with others to achieve agreeable outcomes, playing an active role in facilitating agreement - Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role
Get the work done	1.1-1.6, 2.2, 2.3, 3.1	- Applies formal processes when planning complex tasks, producing plans with logically sequenced steps, reflecting an awareness of time constraints - Takes responsibility for the outcomes of routine decisions related directly to own role - Utilises a range of features within digital applications to improve personal productivity, optimising software functions for specific purposes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBADM406 Organise business travel	BSBADM406B Organise business travel	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBADM406 Organise business travel

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Performance Evidence

Evidence of the ability to:

- organise business-related travel for others, including scheduling and developing itineraries and travel-related documents
- finalise all booking and travel arrangements including any necessary credit requirements according to predetermined budgets and time constraints.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify booking procedures relevant to business travel
- list the key provisions of relevant legislation that may affect aspects of business operations
- summarise organisational policies and procedures required to organise business travel, including use of internet sites and other online resources.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the general administration field of work and include access to:

- office equipment including telecommunications equipment
- travel-related reference material, such as accommodation and transport suppliers
- appointment books, scheduling software, diaries and other recording and scheduling systems
- preferred suppliers, contact details, websites
- maps.

Assessors must satisfy NVR/AQTF assessor requirements.

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