



**Australian Government**

# **BSBADM506 Manage business document design and development**

**Release: 1**

# BSBADM506 Manage business document design and development

## 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 establish standards for the design and production of organisational documents and to manage document design and production processes to ensure agreed standards are met.

It applies to individuals employed in a range of work environments who require well-developed skills in the use of a range of software packages. They use these skills to establish, document and implement consistent standards of document design within an organisation.

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 Establish documentation standards              | 1.1 Identify organisational and legislative requirements for information entry, storage, output, and quality of document design and production<br>1.2 Evaluate organisation's present and future information technology capability in terms of its impact on document design and production<br>1.3 Identify types of documents used and required by organisation<br>1.4 Establish documentation standards and design tasks for organisational documents in accordance with information, budget |

| ELEMENT                                                                                                 | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                         | and technology requirements                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2 Manage template design and development                                                                | <p>2.1 Ensure standard formats and templates suit the purpose, audience and information requirements of each document</p> <p>2.2 Ensure document templates enhance readability and appearance, and meet organisational requirements for style and layout</p> <p>2.3 Test templates, obtain organisational and user feedback, and make amendments as necessary to ensure maximum efficiency and quality of presentation</p>                                          |
| 3 Develop standard text for documents                                                                   | <p>3.1 Evaluate complex technical functions of software for their usefulness in automating aspects of standard document production</p> <p>3.2 Match requirements of each document with software functions to allow efficient production of documents</p> <p>3.3 Test macros to ensure they meet the requirements of each document in accordance with documentation standards</p>                                                                                    |
| 4 Develop and implement strategies to ensure the use of standard documentation                          | <p>4.1 Prepare explanatory notes for the use of standard templates and macros using content, format and language style to suit existing and future users</p> <p>4.2 Develop and implement training on the use of standard templates and macros and adjust the content and level of detail to suit user needs</p> <p>4.3 Produce, circulate, name and store master files and print copies of templates and macros in accordance with organisational requirements</p> |
| 5 Develop and implement strategies for maintenance and continuous improvement of standard documentation | <p>5.1 Monitor use of standard documentation templates and macros, and evaluate the quality of documents produced against documentation standards</p> <p>5.2 Review documentation standards against the changing needs of the organisation, and plan and implement improvements in accordance with organisational procedures</p>                                                                                                                                    |

## Foundation Skills

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

| Skill | Performance | Description |
|-------|-------------|-------------|
|-------|-------------|-------------|

|                            | Criteria                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Learning                   | 4.2                                            | <ul style="list-style-type: none"> <li>Actively reinforces own knowledge and skills by training others</li> </ul>                                                                                                                                                                                                                                                                                                                                                                       |
| Reading                    | 1.1-1.4, 2.1- 2.3, 3.1-3.3, 4.2, 4.3, 5.1, 5.2 | <ul style="list-style-type: none"> <li>Evaluates information from complex texts, including organisational policies and procedures</li> <li>Extracts and evaluates information from a range of support sources to extend understanding</li> </ul>                                                                                                                                                                                                                                        |
| Writing                    | 1.4, 2.1, 2.3, 3.3, 4.1-4.3, 5.1, 5.2          | <ul style="list-style-type: none"> <li>Selects text type, subject matter and language to suit a specific audience and purpose</li> <li>Organises content to support the purposes and format of the product</li> </ul>                                                                                                                                                                                                                                                                   |
| Oral Communication         | 2.3, 4.3                                       | <ul style="list-style-type: none"> <li>Participates in verbal exchanges to gain information</li> <li>Uses listening and questioning techniques to clarify and confirm understanding</li> <li>Presents complex technical information adjusting presentation style and vocabulary to suit audience</li> </ul>                                                                                                                                                                             |
| Numeracy                   | 1.4                                            | <ul style="list-style-type: none"> <li>Recognises and interprets numerical information related to budgets</li> </ul>                                                                                                                                                                                                                                                                                                                                                                    |
| Navigate the world of work | 1.1, 1.4, 2.2, 4.3, 5.2                        | <ul style="list-style-type: none"> <li>Recognises and adheres to organisational and legislative requirements</li> </ul>                                                                                                                                                                                                                                                                                                                                                                 |
| Interact with others       | 2.3, 4.2, 4.3                                  | <ul style="list-style-type: none"> <li>Actively identifies requirements of important communication exchanges, selecting appropriate channels, format, tone and content to suit purpose and audience</li> </ul>                                                                                                                                                                                                                                                                          |
| Get the work done          | 1.1-1.4, 2.1-2.3, 3.1-3.3, 4.2, 4.3, 5.1, 5.2  | <ul style="list-style-type: none"> <li>Applies formal processes when planning complex tasks, producing plans with logically sequenced steps, reflecting an awareness of time constraints</li> <li>Systematically gathers and analyses all relevant information and evaluates options to make informed decisions</li> <li>Utilises a broad range of complex features within digital applications to improve productivity, optimising software functions for specific purposes</li> </ul> |

## Unit Mapping Information

| Code and title<br>current version | Code and title<br>previous version | Comments                         | Equivalence status |
|-----------------------------------|------------------------------------|----------------------------------|--------------------|
| BSBADM506<br>Manage business      | BSBADM506B<br>Manage business      | Updated to meet<br>Standards for | Equivalent unit    |

| <b>Code and title<br/>current version</b> | <b>Code and title<br/>previous version</b> | <b>Comments</b>   | <b>Equivalence status</b> |
|-------------------------------------------|--------------------------------------------|-------------------|---------------------------|
| document design and development           | document design and development            | Training Packages |                           |

## 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 BSBADM506 Manage business document design and development

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## Performance Evidence

Evidence of the ability to:

- identify the organisational needs, requirements and information technology capabilities relevant to the design and production of documents
- establish documentation standards to meet organisational requirements
- design, test and amend document templates
- develop and implement documentation and training to support use of standard templates and macros
- monitor the implementation of standard documentation templates and macros and make improvements in line with organisational requirements.

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:

- describe document production processes
- identify costs involved with the implementation of standard documentation
- explain the software applications relevant to document design and development in the organisation
- identify key provisions of relevant legislation and regulations, codes and standards affecting document production
- outline organisational policies and procedures relating to document production
- list sources of expertise available externally to the organisation or workgroup.

## 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:

- computer hardware and other document production equipment
- software applications appropriate to the task
- media for production of documents
- samples of high quality standard documents.

Assessors must satisfy NVR/AQTF assessor requirements.

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