



Australian Government

BSBCON401 Work effectively in a business continuity context

Release: 1

BSBCON401 Work effectively in a business continuity context

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 understand the organisation's overall business continuity management framework and support business continuity strategies.

It applies to individuals working in administrative and/or support roles who require a basic knowledge of the processes relating to the organisation's business continuity requirements.

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

Unit Sector

Industry Capability – Continuity

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 Demonstrate an understanding of the business continuity management framework	1.1 Access the business continuity management framework, and related policies and procedures 1.2 Analyse the key elements of the business continuity management framework within the organisation to determine their impact 1.3 Within authority of own work role, contribute to review of business continuity management framework, policies and procedures 1.4 Participate in emergency response and business continuity management framework training and exercises as required
2 Support the organisation's business	2.1 Demonstrate an awareness of internal and external risk context

ELEMENT	PERFORMANCE CRITERIA
continuity strategies	relevant to organisation 2.2 Review and provide feedback on outcomes of the business impact assessment/s 2.3 Participate in risk treatment reviews 2.4 Identify and record the organisation's emergency response, continuity and recovery strategies 2.5 Identify own role and responsibility within organisation's business continuity plan/s 2.6 Identify and report to management on any new or emerging risk or incident

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
Learning	1.4	Participates in training activities to improve own knowledge and skills
Reading	1.1, 2.2, 2.3	Analyses textual information from a range of sources and identifies relevant information to understand the business framework and continuity strategies
Writing	2.4	Develops material to convey explicit information and results, using clear language and appropriate structure for audience and context
Oral Communication	2.2, 2.3	- Articulates information clearly, using language and tone appropriate to audience and environment - Uses listening and questioning techniques to confirm understanding
Navigate the world of work	1.1, 1.3, 2.1, 2.5	- Understands and responds to explicit and implicit organisational protocols relating to own work - Understands the nature and purpose of own role and associated responsibilities and how it contributes to the work of others in the immediate work context
Interact with others	2.2, 2.3, 2.6	Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role

		• Collaborates with others to achieve joint outcomes
Get the work done	1.1, 1.2, 2.5	• Applies formal processes when producing plans and uses logically sequenced steps in addressing work requirements • Takes responsibility for the outcomes of routine decisions related directly to own role

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCON401 Work effectively in a business continuity context	BSBCON401A Work effectively in a business continuity context	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 BSBCON401 Work effectively in a business continuity context

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Performance Evidence

Evidence of the ability to:

- assess and review business continuity organisational policies and procedures and risk treatments
- undertake emergency response and business continuity training
- identify own role within the organisation's emergency response and continuity strategy
- recognise internal and external risks and report to senior personnel.

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:

- explain the overall operations of the organisation, including existing data and information systems
- explain how own role contributes to the work of others
- identify the relevant legislation, regulations, standards and codes of practice that impact business continuity.

Assessment Conditions

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

- risk management policies and procedures
- business continuity management framework
- business impact assessments and strategies
- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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