



Australian Government

BSBCON601 Develop and maintain business continuity plans

Release: 2

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Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 1.1. Version created to correct mapping table information
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 work within the business continuity framework to develop and implement business continuity plans for an organisation to manage risk and ensure business resilience when faced with a disruptive event.

It applies to individuals working in positions of authority who are approved to implement change across the division, business area, program area or project area.

This unit addresses the knowledge and processes necessary to develop and maintain business continuity requirements. Business continuity awareness and planning help the organisation to identify barriers and/or interruptions and determine how the organisation will achieve critical business objectives (even at diminished capacity) until full functionality is restored.

The focus is on risk and vulnerability assessment, business impact assessments, and business continuity and communication plans.

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 Conduct risk and	1.1 Identify the relationship between corporate risk and

ELEMENT	PERFORMANCE CRITERIA
vulnerability assessments	organisation's business continuity management framework 1.2 Analyse and determine internal and external risk context by collecting information relating to the organisation's priorities, operations and environment 1.3 Analyse and identify potential internal and external sources of disruption to the organisation's priorities, operations and environment
2 Develop and report business impact assessment/s	2.1 Identify the organisation's critical business functions and its dependencies and interdependencies, and analyse and evaluate risks through business impact assessment/s 2.2 Develop risk and disruption scenarios through business impact assessment/s 2.3 Validate risk and disruption scenarios through business impact assessment/s 2.4 Analyse, validate and report on the outcomes of business impact assessment/s to management
3 Develop, implement and report risk treatments	3.1 Develop and implement risk treatments 3.2 Participate in risk treatment review 3.3 Report risk treatment review to management and relevant personnel 3.4 Update risk treatment review in line with feedback provided by relevant personnel
4 Determine interdependencies and develop response strategies	4.1 Develop the organisation's emergency response, continuity and recovery strategies 4.2 Consult and seek endorsement on organisation's emergency response, continuity and recovery strategies from management and other appropriate personnel 4.3 Identify and manage synergies and conflicts in resource availability and access in conjunction with management 4.4 Coordinate the organisation's emergency response, continuity and recovery strategies
5 Establish business continuity plan	5.1 Consult relevant personnel and seek support for the development of the organisation's business continuity plan/s 5.2 Ensure content of business continuity plan is comprehensive and meets, where applicable, requirements of regulations, standards, industry practice and geographical dispersion 5.3 Document and analyse feedback received through consultation

ELEMENT	PERFORMANCE CRITERIA
	and finalise business continuity plan 5.4 Demonstrate accountability for organisation's business continuity plan/s
6 Establish communication plan within organisation's planning framework	6.1 Identify stakeholders and determine objective and scope of communication plan for periods before, during and after disruptions occur 6.2 Determine organisation's communication capabilities in line with objectives and scope, and identify gaps and options for meeting shortfalls 6.3 Develop and implement across the organisation, appropriate risk and incident monitoring, reporting and escalation processes
7 Deliver business continuity professional development activities	7.1 Promote application of business continuity management framework and plan to all relevant personnel on an ongoing basis 7.2 Provide staff with appropriate information on cyclical review process of the business continuity management plan 7.3 Conduct business continuity management plan exercises in line with organisation's policies and procedures 7.4 Conduct post-exercise debriefs, complete post-exercise reviews and update business continuity strategies and plans as required 7.5 Manage and record staff learning and development on the business continuity management framework in accordance with organisational requirements, and framework policies and procedures 7.6 Report on the outcomes of staff learning and development, and business continuity framework exercises to relevant personnel

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	1.1-1.3, 2.1	Interprets organisation's reports, policies and procedures to develop business continuity management plan/s

Writing	2.4, 4.1, 5.3, 6.3, 7.2-7.4, 7.6	Develops detailed workplace documentation clarifying complex ideas using relevant language and structure according to context and audience
Oral Communication	4.2, 5.1, 7.2-7.4, 7.6	- Uses clear language, appropriate tone and syntax to address key personnel and disseminate information - Uses active listening, observational and questioning techniques to identify different perspectives and confirm, clarify or revise understanding - Informs staff about processes and outcomes of business continuity management plans and outcomes of staff learning and development and other reviews
Numeracy	2.1, 2.4, 7.3	Analyses and interprets numerical information to assist in undertaking detailed business impact assessment activities across the spectrum of the organisation's stakeholders
Navigate the world of work	1.1, 2.1, 5.2, 5.4, 6.2, 7.3, 7.5	- Monitors adherence to wide-ranging organisational policies and procedures - Is highly autonomous, taking responsibility and ownership for most or all aspects of own work, intuitively recognising and managing factors that may affect achievement of outcomes
Interact with others	2.4, 3.2-3.4, 4.2, 4.3, 5.1, 7.1, 7.2, 7.6	- Intuitively tailors every communication to achieve its purpose, demonstrating a sophisticated understanding of the needs, interests, issues and priorities of each audience - Invests time and energy in building rapport with others as an integral part of all work-based interactions
Get the work done	1.2, 1.3, 2.1-2.3, 3.1, 4.1, 4.4, 6.1-6.3, 7.3-7.6	- Recognises the critical importance of clarifying, focusing and aligning goals and expectations and may use the process to build ownership of and broad commitment to achieving outcomes - May use formal decision-making processes as scaffolding for thinking, seeking input, advice, feedback and specialist advice as required - Recognises and addresses complex problems involving multiple variables - Draws on a broad understanding of context and uses a combination of analysis and intuition to decide whether an idea is worth developing and implementing

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCON601 Develop and maintain business continuity plans	BSBCON601B Develop and maintain business continuity plans	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 BSBCON601 Develop and maintain business continuity plans

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Performance Evidence

Evidence of the ability to:

- develop and implement a business continuity plan that includes appropriate links to emergency response, disaster recovery plans and detailed continuity and recovery strategies
- communicate effectively with relevant personnel to promote an understanding of business continuity frameworks.

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 relevant policies and procedures impacting business continuity, including business continuity strategies
- summarise the overall operations of the organisation, including existing data and information systems, paper and digital recordkeeping systems
- describe past and current internal, external and industry disruptions.

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:

- business continuity documentation

- interaction with others
- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

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