



Australian Government

BSBCUE501 Develop business continuity strategy

Release: 1

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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 develop business continuity plans, processes and tools aimed at keeping as many as possible of the business critical operations operating during a crisis or implementation of a disaster recovery plan.

It applies to individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies, and who will work closely with other members of an organisation and have a high degree of autonomy with managerial responsibility.

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

Unit Sector

Stakeholder Relations – Customer Engagement

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 Evaluate impact of the situation on business operations	1.1 Evaluate immediate impact of situation on business operations 1.2 Identify business functions potentially impacted 1.3 Determine likely timing before normal operations will be restored 1.4 Define and agree with stakeholders on parameters (timings) that will determine employment of disaster recovery procedures 1.5 Liaise with and consult affected parties and stakeholders
2 Identify business	2.1 Determine business imperatives that must be addressed or

ELEMENT	PERFORMANCE CRITERIA
critical functions	continue 2.2 Consider practical options to maintain business critical operations 2.3 Consult all major stakeholders and agree on priorities
3 Develop plan to maintain business critical operations	3.1 Determine available back-up facilities or systems 3.2 Map how business critical functions can be continued using a modified approach 3.3 Evaluate resourcing requirements 3.4 Consider work, health and safety (WHS) requirements in formation of plan 3.5 Determine need for a communication plan to be developed and implemented, and document plan as required 3.6 Communicate plan to stakeholders
4 Develop plan to update enterprise systems or information when systems become available	4.1 Evaluate impact of modified operations on organisational information systems 4.2 Determine resources required to input manually collected data into systems and complete follow-up action 4.3 Work with stakeholders to consider downstream impacts 4.4 Develop communication plan to ensure all stakeholders are informed of status
5 Evaluate organisational performance reports	5.1 Evaluate effectiveness of business continuity activities 5.2 Seek stakeholder feedback 5.3 Determine areas for improvement 5.4 Modify business continuity plan documentation incorporating improvement areas

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	2.1, 5.1	Interprets and evaluates relevant business and legal

		information to establish priorities and inform decision-making
Writing	3.2, 3.5, 3.6, 4.4, 5.2, 5.4	- Develops and organises content to support format and purpose of detailed business continuity and communication strategy plans - Uses clear, logically organised structures and appropriate language to develop recommendations and improvement opportunities
Oral Communication	1.4, 1.5, 2.3, 3.6, 4.3 5.2	- Articulates ideas and requirements clearly and calmly using language appropriate to audience and environment - Elicits views and opinions of others and obtains information by listening and questioning
Navigate the world of work	3.4	Identifies implications of workplace safety legislation in development of plans
Interact with others	1.4, 1.5, 2.3, 3.6, 4.3, 5.2	- Selects and uses appropriate conventions and protocols when communicating with stakeholders about business continuity plans and their implementation - Takes a leadership role in developing stakeholder understanding of operational changes and follow-on impacts
Get the work done	1.1-1.3, 2.1, 2.2, 3.1-3.3, 3.5, 4.1, 4.2, 4.4, 5.1, 5.3	- Uses formal, logical planning processes to identify relevant information and risks, identify and evaluate alternative strategies and resources, and manage communication required for continuity of business functions - Uses systematic, analytical processes to develop plans for complex, non-routine situations identifying manual work processes and evaluating short-term impact of reduced service on organisation - Evaluates effectiveness of planning decisions and identifies and incorporates improvements - Understands key principles and concepts underpinning design and operation of digital systems and tools in relation to information systems

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCUE501	BSBCCO501B	Updated to meet	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
Develop business continuity strategy	Develop business continuity strategy	Standards for Training Packages Code changed to reflect industry practice Minor edits to clarify meaning of elements	

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 BSBCUE501 Develop business continuity strategy

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Performance Evidence

Evidence of the ability to:

- develop, document implement and review business continuity plans that meet organisational and legislative requirements
- manage effective consultation and feedback from stakeholders.

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 emergency procedures for site and organisation
- identify infrastructure employed in a business environment, including facilities, technology, resources and systems
- identify key personnel within workplace management structure
- outline work health and safety (WHS) requirements in workplace
- explain organisational crisis management and disaster recovery plans
- identify other relevant organisational, statutory, regulatory and legislative requirements
- outline organisation's expectations in relation to continuity of key business activities in time of crisis or incident
- outline principles of contingency planning.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the stakeholder relations – customer engagement field of work. This includes access to:

- information and databases for analysis activities

- relevant legislation, standards and guidelines
- interaction with others
- training records and minutes of meetings where business continuity has been discussed or training has been implemented.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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