



Australian Government

BSBGOV402 Work within organisational structure

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 be an active participant in the governance activities of a board, with an understanding of the roles and relationships to other roles on the board and within the organisation.

It applies to individuals who need to solve a defined range of unpredictable problems, analyse and evaluate information from a variety of sources and who may provide leadership and guidance to others with some limited responsibility for the output of others.

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

Unit Sector

Regulation, Licensing and Risk – Governance

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 Differentiate roles and responsibilities	1.1 Differentiate and document governance and management issues of the organisation in the organisation's governance policy guidelines 1.2 Identify, document and refer to the relationships between governance issues and management issues 1.3 Identify and document the roles of board members in the organisation's governance policies and procedures 1.4 Explain the relationship between the board and associated entities, and their management 1.5 Outline the board's decision-making processes

ELEMENT	PERFORMANCE CRITERIA
2 Document management roles and responsibilities	2.1 Document performance outcomes, with appropriate assistance, and include in position description and contract 2.2 Clarify and document management duties, in consultation with management 2.3 Ensure areas of responsibility are discussed with board members who are also employed staff, and establish and document guidelines
3 Supervise management of the organisation	3.1 Receive information and advice from the manager and apply in decision making 3.2 Instruct the manager to implement policy decisions and to follow specific directions as required 3.3 Receive feedback from the manager about previous directions 3.4 Regularly review management performance in accordance with contract and position description

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, 3.3, 3.4	Comprehends information from a range of sources to establish requirements and issues
Writing	1.1-1.3, 2.1-2.3	Completes relevant reports and documentation using clear and technically specific language for different audiences and purposes
Oral Communication	1.4, 1.5, 2.2, 2.3, 3.1, 3.2	- Articulates information clearly and consults with others using language and tone appropriate to audience and environment - Uses active listening and questioning techniques to receive feedback and confirm understanding
Navigate the world of work	1.1, 3.4	- Takes personal responsibility for following explicit and implicit organisational policy requirements - Understands how own role meshes with others and contributes to broader work goals
Interact with	2.2, 2.3, 3.1-3.3	Plays an active role in workgroup discussions, paying

others		some attention to the perspectives of others • Selects and uses appropriate conventions and protocols when communicating in a range of familiar work contexts
Get the work done	1.1, 2.3, 3.1, 3.4	• Takes responsibility for planning, sequencing and prioritising tasks and own workload for effective outcomes • Makes routine decisions and implements standard procedures for routine tasks, using formal decision-making processes for non-routine situations • Contributes to continuous improvement of current work practices by applying basic principles of analytical and lateral thinking

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBGOV402 Work within organisational structure	BSBGOV402A Work within organisational structure	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 BSBGOV402 Work within organisational structure

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Performance Evidence

Evidence of the ability to:

- research and document differences between boards of governance and organisational management
- interpret policy decisions, communicate effectively and provide supervision to organisational management
- work with irregularities and breakdowns in communications between board members and/or organisational management
- work with irregularities and breakdowns in routine between board members and/or organisational management.

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:

- outline key provisions of relevant legislation, regulations, standards and codes of practice that affect business operations
- explain organisational constitution, codes of conduct functions, policies and procedures.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the regulation, licensing and risk – governance field of work and include access to:

- participation on an actual or simulated board
- office equipment and resources
- examples of relevant issues worked on by boards of governance, including community complaints, strategic decisions and internal staffing issues

- examples of relevant documents.

Assessors must satisfy NVR/AQTF assessor requirements.

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