



Australian Government

Assessment Requirements for BSBMGT618 Develop an engagement centre business plan

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.

Performance Evidence

Evidence of the ability to:

- gather and analyse information required for the business plan from a range of sources
- use information to develop business objectives and get agreement from key stakeholders
- develop a business plan according to organisational requirements and present it to key stakeholders
- implement, monitor and review a business plan.

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 best practice or benchmarking principles in relation to business planning
- identify the organisation's aims and objectives and explain the relationship between these, and the business plan
- outline key personnel and stakeholders and their roles in the development and implementation of the business plan
- explain the principles of cost/benefit analysis
- describe recent or impending advances in technology and their possible effects on the organisation
- outline a range of risks to the organisation and explain relevant risk management techniques.

Assessment Conditions

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

- appropriate documentation and resources normally used in the workplace
- business information and data
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>