



Australian Government

BSBOPS303 Organise schedules

Release: 1

BSBOPS303 Organise schedules

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to manage appointments and diaries for personnel within an organisation. It involves using manual and electronic diaries, schedules and other appointment systems.

The unit applies to those employed in a range of work environments who provide administrative support to teams and individuals.

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

Unit Sector

Business Competence – Business Operations

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. Establish schedule requirements	1.1 Identify organisational requirements and protocols for staff planning tools 1.2 Identify organisational procedures for different types of appointments 1.3 Establish schedule management requirements of relevant personnel 1.4 Identify task items for individuals according to requirements 1.5 Develop appointment schedule and priorities and clarify in discussion with individual personnel
2. Manage schedules	2.1 Schedule recurring appointments and deadlines according to individual and organisational requirements 2.2 Schedule new appointments according to timelines and diary

ELEMENT	PERFORMANCE CRITERIA
	commitments 2.3 Negotiate alternative arrangements to established appointments and confirm changes 2.4 Record appointments and manage schedules according to organisational policy and procedures
3. Evaluate effectiveness of schedule	3.1 Seek feedback on schedule from organisational personnel 3.2 Assess effectiveness of schedule in meeting task requirements 3.3 Identify areas for improvement in appointment scheduling system

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Numeracy	Makes time estimations and checks logistics when scheduling appointments
Oral communication	Participates effectively in spoken interactions using listening and questioning techniques to confirm and clarify understanding
Reading	Interprets textual information from a range of sources and identifies relevant information
Writing	Uses clear and succinct language to complete and update workplace documentation
Enterprise and initiative	Identifies and responds to explicit and implicit organisational procedures and protocols
Planning and organising	- Plans a range of routine tasks accepting goals and aiming to achieve them according to predetermined deadlines - Follows routine procedures for using digital technology to enter, store and retrieve information directly relevant to role - Takes responsibility for routine low-impact decisions within familiar situations

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to BSBADM307 Organise schedules.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for BSBOPS303 Organise schedules

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- manage appointments and diaries for at least three personnel within an organisation
- schedule at least five appointments according to requirements, availability of attendees, timelines and diary commitments.

In the course of the above, the candidate must:

- record appointments according to organisational policy and procedures
- assess the functionality of scheduling systems
- develop and implement solutions to improve future scheduling engagements.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational requirements for managing appointments for personnel in the organisation
- range of appointment scheduling systems and their features that could be used when organising schedules.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- range of diaries, planners and calendars to record and schedule appointments, including digital resources.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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