



Australian Government

BSBOPS407X Support organisational response to disruption

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with the Business Services Training Package Version 8.0. Newly created unit.

Application

This unit describes the skills and knowledge required to support an organisation's response to a range of disruptive events. This includes identifying the nature and scope of a disruptive event and its impact, supporting the implementation of resources and training to minimise disruption, and evaluating the response.

The unit covers supporting responses to an 'organisational disruption' characterised as a significant disturbance to the operations of an organisation or work area caused by a 'disruptive event'. Disruptive events may be internal or external to the organisation and may or may not be foreseeable. These events impact on a range of industries and settings and include public health risks (such as epidemics and pandemics), natural disasters (such as floods and bushfires), public inquiries and litigation.

The unit applies to individuals who provide support within an organisation or a team in providing a response to disruptive events in an organisation.

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. Identify disruptive events and their impact on organisation	1.1 Identify real or potential internal or external event that may contribute to organisational disruption and assess its risk to business according to organisational policies and procedures 1.2 Identify existing organisational policies and procedures that

	address identified internal or external business risk 1.3 Analyse possible future risk to organisation or work area and the potential disruption they would present
2. Assess extent of organisational disruption	2.1 Identify areas of organisation directly impacted by disruptive event according to organisational policies and procedures 2.2 Identify relevant personnel impacted by disruptive event 2.3 Identify impacts of disruptive event on broader workplace 2.4 Consult with relevant stakeholders to identify extent of disruption on workplace according to organisational policies and procedures
3. Assist in organisational response to disruption	3.1 Assist in implementing resources and risk mitigation strategies required to minimise impact of disruption to organisation according to organisational policies and procedures, legislative requirements, and work health and safety (WHS) requirements 3.2 Support implementation of training needed to prevent similar disruptive events occurring in the future according to organisational policies and procedures 3.3 Support organisational communications activities as required 3.4 Document support provided according to organisational policies and procedures and legislative requirements
4. Evaluate organisational response to disruption	4.1 Document actions taken in response to disruptive event according to organisational policies and procedures 4.2 Assess effectiveness of each action taken according to organisational policies and procedures 4.3 Identify additional action required moving forward 4.4 Document recommendations for future disruptive events faced by organisation 4.5 Communicate outcomes of organisational response to key stakeholders

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Oral communication	- Participates in discussions using listening and questioning to elicit the views of others and to clarify and confirm understanding - Presents information and opinions using language and non-verbal features appropriate to audience
Reading	Critically evaluates and applies content from a range of at times structurally complex texts, including relevant organisational policies

	and procedures
Problem solving	- Analyses information to make decisions, involving others when appropriate - Uses formal and informal processes to monitor implementation of decisions and reflect on outcomes
Self-management	Identifies, analyses and evaluates own response to disruption, determining successes and failures
Teamwork	- Collaborates and consults with others to achieve shared goals in responding to organisational disruption - Cooperates with others as part of organisational response and contributes to specific activities requiring joint responsibility and accountability
Planning and organising	- Monitors and actively supports processes and development activities in response to disruption - Plans for unexpected outcomes and implements creative responses to overcome challenges
Technology	Uses digital applications to access, extract, organise, integrate and share relevant information

Unit Mapping Information

No equivalent unit. Newly created unit.

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 BSBOPS407X Support organisational response to disruption

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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:

- support an organisational response to at least one disruptive event and evaluate the effectiveness of the response.

In the course of the above, the candidate must:

- comply with legislative requirements applicable to disruptive event
- adhere to organisational policies and procedures applicable to disruptive event.

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:

- types of organisational disruptive events, including:
 - public health risks, including epidemics and pandemics
 - environmental changes and natural disasters
 - economic and geopolitical disruption
 - civil unrest
 - cyber threats
 - terrorist attacks
 - operational disruption, including mergers or acquisitions, litigation, operational transformation and technological developments
- types of internal and external business risks that may contribute to organisational disruption, including:
 - strategic risks

- compliance risks
- financial risks
- workplace health and safety risks
- operational risks
- areas of organisation that may be impacted by disruptive events, including:
 - supply chain and operations
 - personnel
 - customer demands
 - workplace health and safety
 - data
 - organisational culture
- key resources required to respond to disruption, including:
 - employees
 - financial modelling and outlooks
 - reskilling and upskilling techniques
 - organisational technology and tools
 - organisational policies and procedures
- organisational policies and procedures required to respond to disruptive events, including those relating to:
 - risk assessment
 - required documentation
 - training methods and materials
 - evaluation methods to assess effectiveness of organisational responses
- legislative requirements associated with responding to disruptive events
- key features of organisational crisis management plan
- work health and safety (WHS) requirements associated with responding to disruptive events.

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:

- legislative requirements and organisational policies and procedures required to demonstrate performance evidence
- case studies and, where possible, real situations
- opportunities for interaction with others.

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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