



Australian Government

BSBOPS503 Develop administrative systems

Release: 1

BSBOPS503 Develop administrative systems

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 plan for or review the requirements of administrative systems and procedures for implementing, monitoring and reviewing the system.

The unit applies to individuals employed in a range of work environments in senior administrative roles.

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. Plan administrative system	1.1 Identify requirements for update to the administrative system according to organisational and budgetary requirements 1.2 Consult with stakeholders and verify identified requirements and modifications 1.3 Obtain quotations from suppliers or developers to address system requirements according to organisational policy and procedures 1.4 Select supplier or developer according to organisational policies and procedures
2. Implement administrative system	2.1 Identify and develop implementation strategies in consultation with staff 2.2 Implement system according to organisational and legislative

ELEMENT	PERFORMANCE CRITERIA
	requirements 2.3 Support staff and provide training on the use of the system 2.4 Manage contingencies and support minimal impact on users
3. Monitor administrative system	3.1 Monitor system for usage, security and output according to organisational requirements 3.2 Modify system to meet changing needs according to organisational requirements 3.3 Identify further modifications and notify users

Foundation Skills

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

Skill	Description
Learning	Reinforces own knowledge and skills by training and mentoring others
Reading	Extracts, analyses and evaluates information from complex texts, including organisational policies and procedures
Writing	Creates instructional texts using grammatical structures and vocabulary appropriate to audience and context
Oral communication	Presents complex information adjusting presentation style and vocabulary to suit the audience
Numeracy	Recognises and interprets numerical information related to budgets
Enterprise and initiative	- Develops systems to meet organisational and legislative requirements - Anticipates potential problems and implements contingency plans as soon as warning signs are recognised
Teamwork	- Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role - Collaborates with others to achieve joint outcomes, providing guidance to others where necessary
Planning and organising	- Applies formal processes when planning complex tasks, producing plans with logically sequenced steps, reflecting an awareness of time constraints - Monitors progress of plans and changes them to meet new demands or priorities
Technology	Uses and investigates new digital technologies and applications to manage and manipulate data

Skill	Description
	• Demonstrates awareness of the importance of data security in a digital environment

Unit Mapping Information

Supersedes and is equivalent to BSBADM504 Plan and implement administrative systems.

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 BSBOPS503 Develop administrative systems

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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:

- develop at least one administrative system.

In the course of the above, the candidate must:

- work with relevant personnel and stakeholders to identify administrative system improvements
- document requirements
- provide training and support for staff to use the system
- monitor the new system and identify future improvements and staff training needs.

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:

- legislative and organisational policies and procedures for reviewing administrative systems
- stakeholders involved in organisational administrative systems including system users
- training procedures for communicating new system information to staff.

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:

- organisational policy and procedure manuals relevant to performance evidence.

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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