



Australian Government

BSBOPS507X Manage 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 manage an organisational response when experiencing a disruptive event. This includes evaluating appropriate organisational responses, implementing and reviewing them, and identifying potential opportunities from the disruption.

The unit covers managing 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), cyber-attacks, customer threats, terrorist threats natural disasters, public inquiries and litigation. The unit applies to individuals who have responsibility and autonomy to direct and support change within an organisation. They use a range of organisational, analytical, and managerial techniques to perform this work.

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. Assess extent of disruption to the organisation	1.1 Access organisational emergency and crisis management plan 1.2 Consult with key stakeholders to identify and document core business and supporting activities affected by disruptive event

	1.3 Identify and document disruptions to organisational environment, including potential work health and safety (WHS) hazards 1.4 Determine organisational reporting and accountability requirements in the context of the business disruption 1.5 Confirm organisational functions and activities for which records must be kept according to organisational policies and procedures
2. Determine appropriate response to disruptive event	2.1 Consult with key stakeholders to evaluate appropriate organisational response to disruptive event 2.2 Amend organisational emergency and crisis management plan to respond to actual disruption 2.3 Consult with key stakeholders on appropriate response to disruptive event 2.4 Contribute to implementation of organisation's emergency response, business continuity and recovery strategies 2.5 Identify required personnel to form governing decision-making body and communicate their role to them
3. Implement plan in response to disruptive event	3.1 Identify and secure human, financial, technological and physical resources required for response to disruption according to organisational policies and procedures 3.2 Implement learning needs of relevant personnel and stakeholders for organisational response plan 3.3 Communicate organisational response to required organisational stakeholders 3.4 Address potential problems in implementing plan according to organisational policies and procedures 3.5 Monitor organisational response to confirm it complies with legislative requirements
4. Support implementation of business continuity management plan	4.1 Communicate business continuity management plan and provide staff with required plan information 4.2 Identify and access resources within budgetary constraints to support achievement of required plan outcomes 4.3 Support business continuity management plan exercises in line with organisation's policies and procedures 4.4 Collect and analyse data to provide accurate measures of business continuity plan outcomes and effectiveness 4.5 Alter processes identified as ineffective according to organisational policies and procedures
5. Review organisational	5.1 Analyse effectiveness of response and report on strengths and

response to disruptive event	limitations of response 5.2 Use monitoring reports to identify implementation problems and required changes 5.3 Contribute to processes for ongoing communication and consultation with employees as workplace circumstances evolve 5.4 Contribute to implementing required adjustments to workplace as circumstances evolve 5.5 Make recommendations for revisions to organisational response for future disruptive events 5.6 Monitor processes previously identified as inefficient to confirm effectiveness of adjustments
6. Evaluate organisational opportunities arising from disruption	6.1 Identify business, market, and capability opportunities arising from disruptive event 6.2 Consult with relevant stakeholders to identify relevant business opportunities arising from disruptive event 6.3 Assess cost and benefits of opportunities using various modelling techniques 6.4 Seek approval of recommendations from required stakeholders 6.5 Document recommendations to pursue opportunities and distribute to key stakeholders according to organisational policies and procedures

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
Numeracy	Interprets data from a range of sources to determine suitable and effective organisational response
Oral communication	- Participates in verbal exchanges using appropriate style, tone and vocabulary for audience, context and purpose - Uses active listening and questioning techniques to confirm requirements - Clearly articulates plans and responsibilities to required personnel
Reading	Researches and critically analyses documentation from a variety of sources to determine requirements

Writing	• Uses clear, accurate and relevant language to organise, record and update information and complete workplace documentation
Teamwork	• Collaborates with different teams across organisation • Plays a lead role in situations requiring effective collaboration, demonstrating high level conflict-resolution skills and ability to engage and motivate others
Planning and organising	• Monitors progress of plans and schedules and reviews and changes them to meet new demands and priorities
Problem solving	• Makes decisions by using systematic, analytical processes, setting goals, gathering relevant information and identifying and evaluating options against agreed criteria • Identifies and addresses some unfamiliar problems of increasing complexity within scope of own role
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 BSBOPS507X Manage 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:

- manage the response for an organisation or work area to at least one disruptive event.

In the course of the above, the candidate must:

- identify at least two business opportunities arising from the disruption
- comply with organisational policies and procedures and legislative requirements 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:

- key features and components of organisational emergency and crisis management plans
- methods to monitor and improve organisational emergency and crisis management plan, including:
 - observation
 - stakeholder interviews
 - data collection and analysis
- methods for researching appropriate organisational response to disruptive events, including:
 - interviews
 - questionnaires
 - case studies
- organisational policies and procedures relevant to organisational disruption, including business continuity strategies

- rights and obligations relating to organisational disruption set out in work health and safety (WHS) legislation
- management techniques, including:
 - facilitating goal setting
 - supporting team communication
 - adjusting plans based on feedback
- organisational market context and industry trends, including potential threats and opportunities
- organisational goals, mission, and values
- techniques for modelling impact of response to disruption, including:
 - cost-benefit analysis
 - opportunity cost modelling
 - sensitivity analysis
- methods for large-scale communication when managing organisational response to disruption, including:
 - webinars
 - email newsletters
 - livestreams
 - information panels
- relevant legislative and regulatory requirements that impact on business performance during 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:

- relevant legislative and regulatory 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.

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