



Australian Government

BSBSMB408 Manage personal, family, cultural and business obligations

Release: 2

BSBSMB408 Manage personal, family, cultural and business obligations

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to examine the impact personal, family and cultural obligations have on business operations, and to develop and implement strategies to improve business success.

It applies to individuals who operate small or micro businesses. In this role, individuals use analytical skills to identify their own obligations, and interpersonal skills to explain business ideas and issues to others.

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

Unit Sector

Management and Leadership – Small and Micro Business

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 personal and business commitments/ obligations within family, cultural and community contexts	1.1 Identify personal, family, cultural and community contexts the business operates in 1.2 Identify personal, family, cultural and community commitments and obligations that impact the business

ELEMENT	PERFORMANCE CRITERIA
	1.3 Consider strategies to address and minimise negative impacts these commitments or obligations may have on the business 1.4 Prepare workable plans to address and minimise impact these issues have
2. Develop ethical work practices within family, cultural and community contexts	2.1 Develop a culturally appropriate work ethic in terms of personal, family and community obligations, and cultural requirements 2.2 Identify and implement strategies to reinforce a culturally appropriate work ethic in the business 2.3 Prepare contingency plans for when alternative action is required due to changes within the business, family, cultural or community environments
3. Review work practices within family, cultural and community contexts	3.1 Monitor personal, family, cultural and community commitments or obligations to identify any changes that might impact the business 3.2 Review plans and strategies to ensure negative impacts of any commitments or obligations are addressed, and implement any necessary changes 3.3 Monitor implementation of culturally appropriate work ethic to ensure it is supported and maintained in the business

Foundation Skills

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

Skill	Performance Criteria	Description
Reading	3.2	Recognises and interprets textual information to address improvements to work practices
Writing	2,1, 1.4, 2.3	Uses clear and specific terminology to complete and update workplace documentation
Oral Communication	1.1, 1.2, 3.1, 3.2	- Clearly articulates requirements using language appropriate to audience and environment, and participates in verbal exchanges of ideas/solutions - Participates in verbal negotiations using tone and language suitable to audience

Navigate the world of work	2.1	• Recognises complexity of factors influencing career decisions and career developments
Get the work done	1.1-1.4, 2.2, 2.3, 3.1-3.3	• Develops plans to manage relatively complex, non-routine tasks with an awareness of how they may contribute to longer-term operational and strategic goals • Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of constraints into account • Uses formal and informal processes to monitor implementation of ideas and reflect on outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBSMB408 Manage personal, family, cultural and business obligations Release 2	BSBSMB408 Manage personal, family, cultural and business obligations Release 1	Updated to clarify intent	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for BSBSMB408 Manage personal, family, cultural and business obligations

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Performance Evidence

Evidence of the ability to:

- undertake a detailed analysis of implications of family, cultural and community obligations and commitments on self, staff and the business
- clarify a culturally appropriate work ethic and ensure workability of plans and strategies for maintaining this ethic
- produce plans and strategies addressing negative impacts obligations or commitments may have on the business.

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:

- explain central characteristics of the small business and its environment
- discuss community and family expectations and dynamics
- summarise cultural and family relationships
- outline historical, cultural, ceremonial, religious or family issues relevant to specific communities
- identify life work balance, particularly relating to health
- describe local community and relevant organisations and persons within the community.

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 – Small and Micro Business field of work and include access to:

- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies or possible, real situations
- 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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