



Australian Government

BSBSTR503 Develop organisational policy

Release: 1

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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 develop and review policy in an organisation. It covers anticipating and confirming the need for policy development or review; planning the policy development process; gathering and analysing information; determining policy direction; and drafting, releasing and promoting policy.

The unit applies to managers who draft and review policy that is formulated to facilitate the implementation of decisions made by senior executives, business owners and boards of management or similar.

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

Unit Sector

Critical Thinking and Problem Solving – Business Strategy

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. Review existing policy	1.1 Identify existing policies in the organisation 1.2 Analyse existing policies according to organisational procedures 1.3 Evaluate improvement needs and opportunities 1.4 Consult with relevant stakeholders and confirm need for new policy development
2. Establish need for policy development	2.1 Identify internal and external factors likely to cause changes to organisation policy 2.2 Consult with relevant stakeholders and document impacts of factors identified

ELEMENT	PERFORMANCE CRITERIA
	2.3 Analyse need for new policy against internal and external environment and existing policies 2.4 Identify and recommend to relevant stakeholders priority areas for policy development according to organisational procedures 2.5 Identify and analyse associated issues and risks likely to impact policy development 2.6 Implement risk management processes
3. Prepare for and develop policy	3.1 Identify type of information required to develop policy 3.2 Outline policy requirements according to organisational procedures 3.3 Develop an analytical framework for the development of policy 3.4 Source, analyse and apply relevant information to support policy development according to organisational policies and procedures 3.5 Develop, consult with and recommend to relevant stakeholders a range of policy options and assessment criteria 3.6 Obtain approvals from stakeholders according to the policy development plan and organisational policies and procedures 3.7 Draft policy according to consultations, feedback and organisational policies and procedures 3.8 Facilitate agreement to policy via organisational channels and relevant stakeholders
4. Release and review policy development process and policy	4.1 Communicate with relevant stakeholders responsible for implementing new policy 4.2 Facilitate discussion and manage dissenting stakeholders 4.3 Release and promote the policy according to organisational requirements 4.4 Seek feedback and respond to relevant stakeholders for future improvements for policy development

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
Reading	Analyses and interprets textual information from a range of sources to inform policy review and development
Writing	Develops texts dealing with complex ideas and concepts using specialised and detailed language to convey explicit information

SKILL	DESCRIPTION
	- according to compliance and organisational requirements - Prepares written reports and workplace documentation that communicates strategy and intent clearly and effectively and elicits feedback
Oral communication	Uses specialised vocabulary to discuss and confirm policy development requirements adjusting words and features to suit audience and context
Initiative and enterprise	Adapts communication style to build positive working relationships and to show acknowledgement of the opinions of others
Learning	Recognises, understands and applies organisational policies, procedures and protocols
Self-management	- Takes responsibility for planning and implementing tasks required to achieve organisational objectives - Seeks advice, feedback and support, as required to assist in the development, planning, review and implementation phases

Unit Mapping Information

Supersedes and is equivalent to BSBMGT518 Develop organisation policy.

Supersedes but is not equivalent to BSBGOV503 Conduct organisational strategic planning.

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 BSBSTR503 Develop organisational policy

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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, revise and promote at least one policy.

In the course of the above, the candidate must:

- plan, develop and implement policy using iterative and consultative processes with input from representative stakeholders
- analyse internal and external factors
- consult with stakeholders to identify needs for policy review and policy development
- develop analytical framework
- ensure style and format requirements for organisational policy documentation is followed
- promote policy.

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:

- policy development processes and practices
- risk management processes
- existing policies and improvements needs and opportunities
- stakeholder and issues management strategies
- quality assurance, monitoring and evaluation mechanisms
- operation of policy cycles
- legislative and regulatory context required to develop organisation policies
- organisational channels to promote policy
- key components of policy, including:
 - different policy options
 - implementation plan that details:
 - responsibilities for implementation

- strategies for transition, change management, initial and ongoing training and policy maintenance mechanisms for monitoring compliance with the policy, quality assurance and evaluation of the policy.

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:

- workplace documentation and resources relevant to performance evidence
- relevant organisational policies and procedures
- relevant legislation and codes of practice.

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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