



Australian Government

BSBSTR603 Develop business continuity plans

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 work within the business continuity framework to develop and implement business continuity plans for an organisation to manage risk and ensure business resilience when faced with a disruptive event. This unit addresses the knowledge and processes necessary to develop and maintain business continuity requirements.

The focus is on risk and vulnerability assessment, business impact assessments, and business continuity and communication plans.

The unit applies to individuals working in positions of authority who are approved to implement change across the division, business area, program area or project area.

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. Identify scope, key business areas and critical functions	1.1 Identify organisational expectation, objectives, and policies and procedures 1.2 Identify resources required and relevant stakeholders 1.3 Identify and analyse sources of disruption to the organisation's priorities, operations and environment 1.4 Identify organisation's emergency response, continuity and recovery strategies 1.5 Determine organisation's critical business functions, its

ELEMENT	PERFORMANCE CRITERIA
	dependencies and interdependencies, and risk and disruption scenarios
2. Establish documents required to create business continuity plan	2.1 Develop business continuity management framework 2.2 Analyse and evaluate risks associated with business continuity management framework 2.3 Report associated risks to and seek feedback from relevant stakeholders on business continuity management framework 2.4 Conduct business impact assessment of implementation of business continuity framework 2.5 Analyse and validate outcomes of business impact assessment and feedback 2.6 Report outcomes to and seek feedback from relevant stakeholders on business impact assessment 2.7 Develop and implement risk treatments strategies and plan 2.8 Seek feedback from relevant stakeholders on and review risk treatments strategies and plan
3. Create business continuity plan	3.1 Determine if disaster recovery plan exists 3.2 Consult and develop with relevant stakeholders disaster recovery plan, where required 3.3 Consult and develop with relevant stakeholders business continuity plan according to regulations, standards, industry practice and geographical dispersion, where required 3.4 Seek, document and analyse feedback received and finalise business continuity plan 3.5 Provide relevant staff with required information on business continuity plan 3.6 Assign relevant staff actions to implement business continuity plan 3.7 Establish communication plan to report and escalate processes 3.8 Manage and record staff learning and development, management, and implementation of business continuity plan on organisation's knowledge management system
4. Evaluate business continuity plan	4.1 Report outcomes and seek feedback from relevant stakeholders on business continuity plan 4.2 Report to relevant stakeholders outcomes of staff learning and development, and business continuity framework exercises 4.3 Assess gaps for improvement 4.4 Make changes to business continuity plan according to feedback received and identified gaps

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	Interprets organisation's reports, policies and procedures to develop business continuity management plan
Writing	Develops detailed workplace documentation clarifying complex ideas using relevant language and structure according to context and audience
Oral communication	- Uses clear language, required tone and syntax to address key stakeholders and disseminate information - Informs staff about processes and outcomes of business continuity management plans and outcomes of staff learning and development and other reviews
Numeracy	Analyses and interprets numerical information to assist in undertaking detailed business impact assessment activities across the spectrum of the organisation's stakeholders
Self-management	- Takes responsibility and ownership of own work and is autonomous - Recognises and manages factors that may affect achievement of outcomes - Recognises the critical importance of clarifying, focusing and aligning goals and expectations and may use the process to build ownership of and broad commitment to achieving outcomes - Uses formal decision-making processes as scaffolding for thinking, seeking input, advice, feedback and specialist advice, as required
Initiative and enterprise	- Tailors every communication to achieve its purpose, demonstrating a sophisticated understanding of the needs, interests, issues and priorities of each audience - Invests time and energy in building rapport with others as an integral part of all work-based interactions - Monitors adherence to wide-ranging organisational policies and procedures - Uses active listening, observational and questioning techniques to identify different perspectives and confirm, clarify and revise understanding
Problem solving	- Recognises and addresses complex problems involving multiple variables - Draws on a broad understanding of context and uses a combination of analysis and intuition to decide whether an idea is worth developing and implementing

Unit Mapping Information

No equivalent unit. Supersedes and is not equivalent to BSBCON601 Develop and maintain business continuity plans.

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 BSBSTR603 Develop business continuity plans

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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 and implement a business continuity plan for an organisation or work area on at least one occasion, including:
 - developing business continuity management framework
 - developing business impact assessment
 - developing risk treatments strategies and plan
 - developing new or updating existing disaster recovery plan
 - coordinating organisation's emergency response, continuity and recovery strategies
 - managing and recording staff learning and develop on organisation's knowledge management system.

In the course of the above, the candidate must:

- communicate effectively with stakeholders to promote an understanding of business continuity frameworks.

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:

- policies and procedures impacting business continuity, including business continuity strategies
- overall operations of the organisation, including:
 - existing data and information systems
 - paper and digital recordkeeping systems
- organisation's resources
- critical business functions, including:
 - dependencies and interdependencies
 - risk and disruption scenarios

- methods for developing business continuity management framework
- methods for conducting business impact assessment
- key elements of business continuity plan
- regulations, standards, industry practice and geographical dispersion
- key elements of risk treatments strategies and plan
- key elements of disaster recovery plan
- organisation's emergency response, continuity and recovery strategies
- key features of organisation's knowledge management system
- past and current internal, external and industry disruptions.

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 policies and procedures, legislation, regulations, standards and codes of practice
- workplace documentation and resources.

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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