



Australian Government

Department of Education, Employment and Workplace Relations

BSBFLM506B Manage workplace information systems

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit specifies the outcomes required to manage the identification, acquisition, analysis and use of appropriate information which plays a significant part in the organisation's effectiveness. Particular emphasis is on the development of systems and the analysis of information.

This unit replaces BSBFLM506A Manage workplace information systems.

Frontline managers, in identifying, acquiring, analysing and using appropriate information, play a significant role in contributing to the organisation's effectiveness.

At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

This unit builds on BSBFLM406B Implement workplace information system. Consider co-assessment with BSBFLM505B Manage operational plan, BSBFLM507B Manage quality customer service, BSBMGT505A Ensure a safe workplace, BSBFLM509B Facilitate continuous improvement and BSBFLM512A Ensure team effectiveness.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Utilise information systems	1.1 Strategies are developed to ensure effective use of organisational information systems, so that information required by teams can be determined and found 1.2 Information held by the organisation is accessed and reviewed to determine suitability, accessibility, currency and reliability 1.3 Strategies are developed to source and obtain information which is not immediately available/accessible
2 Collect, analyse and review information	2.1 Systems are developed to ensure that collection of information is timely, adequate, relevant to the needs of teams, and is in a format suitable for analysis, interpretation and dissemination 2.2 Information is analysed to identify and report relevant trends and developments to support the strategic planning process
3 Manage the information systems	3.1 Strategies are developed to ensure that management information systems are used effectively to store and retrieve data to aid the decision making process 3.2 Strategies are developed and implemented to ensure that technology available in the work area is

- used to manage information effectively
- 3.3 Strategies are developed and implemented to improve the information system, and communicated to designated groups as required
- 4 Develop business plan/budgets
- 4.1 Strategies are developed to maximise team involvement in business plans and/or budget preparation in a way which uses their contribution effectively and contributes to gaining support for the outcomes
- 4.2 Business plans and/or budgets are prepared and presented in accordance with the organisation's guidelines and requirements
- 4.3 Contingency plans are developed as part of the strategic planning process
- 5 Manage resource planning
- 5.1 Resource proposals are developed in consultation with relevant stakeholders using all available planning information
- 5.2 Estimates of resource needs and use reflect the organisation's business plans, and customer and supplier requirements
- 5.3 Proposals to secure resources are supported by clearly presented submissions describing realistic options, benefits, costs and outcomes

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide provides advice to inform and support appropriate assessment of this unit. It contains an overview of the assessment requirements followed by identification of specific aspects of evidence that will need to be addressed in determining competence. The Evidence Guide is an integral part of the unit and should be read and interpreted in conjunction with the other components of competency. Assessment must reflect the endorsed Assessment Guidelines of the parent Training Package.

Overview of Assessment Requirements

A person who demonstrates competence in this standard must be able to provide evidence that they are able to access, use and communicate workplace information. They must be able to show evidence of the ability to manage the design of the workplace information system to facilitate the operational plan. They must be able to provide feedback on how to improve the management information system and research and prepare financial and resource plans/proposals.

Specific Evidence Requirements

Required knowledge and understanding include:

relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

the principles and techniques involved in the management and organisation of:

- strategy development and implementation which facilitates workplace information systems
- accessing and assessing information
- contingency planning
- problem identification and resolution
- leadership and mentoring techniques
- information systems
- development of resource proposals

consultation and communication techniques

methods of collecting, analysing, reviewing and reporting information

financial concepts in business plans and budgets

methods to gain efficiencies in resource management

Required skills and attributes include:

ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

functional literacy skills to access and use workplace information

communication skills

research skills including collecting, analysing, interpreting and reporting information

skills to identify current and future planning for information requirements of the team

information management skills

skills to improve information usage in decision making

information presentation skills

coaching and mentoring skills to provide support to colleagues

technology skills to extract/input/present information

Key competencies or generic skills relevant to this unit

The seven key competencies represent generic skills considered essential for effective work participation. Innovation skills represent a further area of generic competence. The bracketed numbering indicates the performance level required in this unit:

Level (1) represents the competence to undertake tasks effectively

Level (2) represents the competence to manage tasks

Level (3) represents the competence to use concepts for evaluating and reshaping tasks. The bulleted points provide examples of how the key competencies can be applied for this unit.

Communicating ideas and information (3)

communicating verbally with stakeholders, especially individuals and members of the work team, to obtain information and feedback and to discuss strategies

communicating in writing, including submissions on proposals to secure resources, business plans, budgets, systems and strategies

Collecting, analysing and organising information (3)

accessing a range of information to assist in the development and/or implementation of the information system

analysing data, information and feedback to identify trends

ensuring the system is appropriate for information storage and retrieval

Planning and organising activities (3)

preparing business plans, budgets and proposals

undertaking risk management and contingency planning

Working in a team (3)

developing and maintaining the information management system in consultation with work team and other stakeholders

maintaining team cohesion and effectiveness

Using mathematical ideas and techniques (2)

making budget calculations to aid financial planning

Solving problems (3)

addressing problems related to the development and implementation of the information system

Using technology (2)

using appropriate technology to assist in the management of information

Innovation skills (3)

developing an innovative approach to the development of the information system to enhance business operations

Products that could be used as evidence include:

documentation produced in managing the workplace information system, such as:

- contribution to organisational policies and procedures
- procedures and policies for dealing with information management systems, and related codes of conduct
- actions taken to develop an information system and address issues of information collection, retrieval and analysis
- strategies developed to ensure management information system is used effectively
- actions taken to address internal and external information management issues and problems
- advice and input into management decisions related to management information systems
- budgets and business plans developed
- contingency plans developed
- resource proposals
- learning and development plans for team
- materials developed for coaching, mentoring and training
- induction programs developed and/or delivered
- actions taken to address issues and problems

- reviews of people management
- records of people management lessons learned

Processes that could be used as evidence include:

how strategies have been developed to ensure the organisational information system is utilised
how the system has been managed to ensure that information is collected efficiently and effectively
how strategies ensure information is accessed and reviewed
how record keeping systems have been managed
how systems have been designed to store and use data for the decision making process
how systems have been designed to ensure that technology is used to manage information effectively
examples of how strategies have been designed and used to improve the information system
how strategies were developed to maximise team involvement in budgets and planning
how budgets, business and contingency plans were prepared and presented
how resource proposals were developed and consulted on

Resource implications for assessment include:

access by the learner and trainer to appropriate documentation and resources normally used in the workplace

Validity and sufficiency of evidence requires:

that this unit can be assessed in the workplace or in a closely simulated work environment
that where assessment is part of a learning experience, evidence will need to be collected over a period of time, involving both formative and summative assessment
that examples of actions taken by the candidate to manage workplace information systems are provided

Integrated competency assessment means:

that this unit should be assessed with other frontline management units taken as part of this qualification, as applicable to the candidate's leadership role in a work team and as part of an integrated assessment activity

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- accessing and assessing information
 - contingency planning
 - problem identification and resolution
 - leadership and mentoring techniques
 - information systems
 - development of resource proposals
- consultation and communication techniques
methods of collecting, analysing, reviewing and reporting information
financial concepts in business plans and budgets
methods to gain efficiencies in resource management

Required skills and attributes include:

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Range Statement

The Range Statement adds definition to the unit by elaborating critical or significant aspects of the performance requirements of the unit. The Range Statement establishes the range of indicative meanings or applications of these requirements in different operating contexts and conditions. The specific aspects which require elaboration are identified by the use of italics in the Performance Criteria.

Legislation, codes and national standards relevant to the workplace may include:

award and enterprise agreements and relevant industrial instruments

relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety (OHS) and environmental issues, equal opportunity, industrial relations, anti-discrimination and record keeping standards and legislation

relevant industry codes of practice

OHS considerations may include:

knowledge of OHS legislation, principles and practice within the context of the organisation's operations and plans

health and safety procedures at the workplace relevant to employees, including the use and maintenance of risk control measures

OHS practice as an ethical standard and legislative requirement

training of all employees in health and safety procedures, and regular updating of OHS systems

inclusion of OHS in business plans

inclusion of OHS in resource proposals

adjustment of OHS approach to cater for social and cultural diversity and special needs

Information may include:

data shared and retrieved in various forms such as in writing or verbally, electronically or manually

policies and procedures

planning and organisational documents

organisational performance data

financial and contractual data

marketing and customer-related data

continuous improvement and quality assurance data

archived, filed and historical background data

data available internally or externally

Strategies may refer to:

long-term or short-term plans for obtaining storing and retrieving information

dialogue with personnel holding information

training activities

questionnaires, surveys and interviews

Technology may include:

computerised systems and software such as databases, project management and word-processing

telecommunications devices

any other technology used to carry out work roles and responsibilities

Designated groups may include:

managers or supervisors whose roles and responsibilities concern information systems

other work groups or teams whose work will be affected by the system

groups designated in workplace policies and procedures
other stakeholders accessing the information system such as customers and service providers

Business plans and/or budgets may refer to:

long-term budgets/plans
short-term budgets/plans
operational plans
spreadsheet-based financial projections
cash flow projections
targets or key performance indicators (KPIs) for production, productivity, wastage, sales, income and expenditure

Contingency plans may include:

rental, hire purchase or alternative means of procurement of required materials, equipment and stock
contracting out or outsourcing human resource and other functions or tasks
restructuring of organisation to reduce labour costs
strategies for reducing costs, wastage, stock or consumables
diversification of outcomes
recycling and re-use
finding cheaper or lower quality raw materials and consumables
seeking further funding
increasing sales or production
risk identification, assessment and management processes
succession planning

Relevant stakeholders may include:

internal and external contacts
senior management and Board members
individuals within the work team
the organisation's clients and customers
business or government contacts
funding bodies
professional associations
unions/employee groups

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Unit Sector(s)

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