



Australian Government

BSBCCO501B Develop business continuity strategy

Release 2

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Modification History

Release	Comments
Release 2	New release of this Unit with <i>version 7.0 of BSB07 Business Services Training Package</i>. BSBOHS606B deleted from Guidance information for assessment.
Release 1	This Unit first released with <i>BSB07 Business Training Package version 6.0</i>. Revised unit. Required skills updated to focus on learning and development practices and compliance with policy and procedures. Replaces BSBCCO501A Develop business continuity strategies.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to develop business continuity plans, processes and tools.

Business continuity is the stage between a crisis occurring and the implementation of a disaster recovery plan. It is aimed at keeping as many of the business critical operations operating as possible during this period.

Competence in this unit requires the development of a business continuity plan that will allow an organisation to continue operating, even if in a diminished capacity or only through business critical functions, until functionality is restored. It also requires analysis, planning, risk assessment and communication.

Application of the Unit

This unit applies to business continuity planning in small, medium and large organisations.

This role is undertaken by staff with managerial responsibility.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>

Elements and Performance Criteria

1. Evaluate the impact of the situation on business operations	1.1 Evaluate immediate impact of situation on business operations 1.2 Identify business functions that are potentially impacted 1.3 Determine likely timing before normal operations will be restored 1.4 Define and agree with stakeholders the parameters (timings) that will determine employment of disaster recovery procedures 1.5 Liaise and consult with affected parties and stakeholders
2. Identify business critical functions that must continue	2.1 Determine business imperatives that must be addressed or continue 2.2 Consider practical options to maintain business critical operations 2.3 Consult all major stakeholders and agree on priorities
3. Develop plan to maintain business critical operations	3.1 Determine available back-up facilities or systems 3.2 Map how business critical functions can be continued using a modified approach 3.3 Evaluate resourcing requirements 3.4 Consider occupational health and safety (OHS) requirements in formation of plan 3.5 Determine need for a communication plan to be developed and implemented and document plan as required 3.6 Communicate plan to stakeholders
4. Develop plan to update enterprise systems or information when systems become available	4.1 Evaluate the impact of modified operations on organisational information systems 4.2 Determine resources required to input manually collected data into systems and complete follow-up action 4.3 Work with stakeholders to consider downstream impacts 4.4 Develop communication plan to ensure all stakeholders are informed on status
5. Evaluate organisational performance reports	5.1 Evaluate effectiveness of business continuity activities 5.2 Seek stakeholder feedback 5.3 Determine areas for improvement 5.4 Modify business continuity plan documentation incorporating improvement areas

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to:
 - analyse relevant workplace information and data
 - develop and present reports or presentations that deal with complex ideas and concepts
 - incorporate observations of workplace tasks and interactions between people, their activities, equipment, environment and systems in relevant business strategies
- communication and negotiation skills to:
 - articulate information and ideas clearly
 - effectively and calmly communicate with people at all levels during a time of crisis
- leadership skills to gain trust and confidence of colleagues and stakeholders
- project planning skills to develop and execute potentially complex business continuity planning
- research skills to undertake the necessary background research for the plan
- risk assessment and management skills to consider and mitigate key risks in the development of the plan
- self-management skills to:
 - comply with policies and procedures
 - seek learning and development opportunities
- stress-management skills to work effectively and positively under the pressure of a major incident or situation in the workplace
- technology skills to understand complex information technology issues in the work environment.

Required knowledge

- emergency procedures for site and organisation
- infrastructure employed in a business environment, including facilities, technology, resources and systems
- key personnel within workplace management structure
- OHS requirements in the workplace
- organisational crisis management and disaster recovery plans
- organisational, statutory, regulatory and legislative requirements
- organisation's expectations in relation to continuity of key business activities in time of crisis or incident
- principles of contingency planning
- stress-management techniques.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • develop, implement and review business continuity planning • demonstrate knowledge of organisational, statutory, regulatory and legislative requirements.
Context of and specific resources for assessment	Assessment must ensure access to: • information and databases for analysis activities • relevant legislation, standards and guidelines • training records and minutes of meetings where business continuity has been discussed or training has been implemented.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate • review of and discussion about business continuity principles • review of documented business continuity plan • oral and/or written questioning to assess knowledge of technology and systems employed • analysis of stakeholder feedback • review of training records and communication of plan • review of evaluation of actual situations where business continuity plan was employed.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Impacts may include:	• damage to facilities • loss of communications • loss of key staff • loss of systems • trauma to staff.
Business functions may include:	• despatch of field staff • input of data • provision of services • responding to customer contact • services and products the organisation normally provides.
Disaster recovery procedures may include:	• relocation to alternative site • restoration of facility • restoration of technology and data.
Business imperatives may include:	• core functions that have significant impact on customers and organisation • functions determined as priority by organisation • functions required by statutory, regulatory or legislative requirements.
Practical options may include:	• communication plan • manual recording and processing of transactions • recorded messages on interactive voice response (IVR) • responding to generic questions from available information • taking messages and call back requests • transferring activity to alternative site.
Back-up facilities may include:	• alternative site • uninterrupted power supply (UPS) - back-up power.
Follow-up action may include:	• call back or response to contact • data entry of transactions • enquiry investigation and resolution.
Downstream impacts may include:	• impact on competitive position • impact on billing and cash flow • negative media attention • not achieving statutory, regulatory, legislative or

	organisational requirements • possible negative reaction by customers.
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Unit Sector(s)

Stakeholder relations – contact centre operations