



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **BSBCON401A Work effectively in a business continuity context**

**Revision Number: 1**

## BSBCON401A Work effectively in a business continuity context

### Modification History

Not applicable.

### Unit Descriptor

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Unit descriptor</b> | <p>This unit describes the performance outcomes, skills and knowledge required to work effectively in a business continuity context.</p> <p>This unit requires an awareness of the organisation's overall business continuity management framework and participation in activities related to the business continuity management framework.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p> |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Application of the Unit

|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Application of the unit</b> | <p>This unit is for individuals working in administrative and/or support roles who require a basic knowledge of the processes relating to the organisation's business continuity requirements.</p> <p>Business continuity awareness and planning help the organisation to identify barriers and/or interruptions and to determine how the organisation will achieve critical business objectives (even at diminished capacity) until full functionality is restored.</p> |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

|                           |  |  |
|---------------------------|--|--|
| <b>Prerequisite units</b> |  |  |
|                           |  |  |
|                           |  |  |

## Employability Skills Information

|                             |                                          |
|-----------------------------|------------------------------------------|
| <b>Employability skills</b> | This unit contains employability skills. |
|-----------------------------|------------------------------------------|

## Elements and Performance Criteria Pre-Content

|                                                                   |                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Elements describe the essential outcomes of a unit of competency. | 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. |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Elements and Performance Criteria

| ELEMENT                                                                         | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Demonstrate an understanding of the business continuity management framework | <ul style="list-style-type: none"><li>1.1. Access the business continuity management framework, and related policies and procedures</li><li>1.2. Analyse the key elements of the business continuity management framework within the <b>organisation</b> to determine their impact</li><li>1.3. Within work role authority, contribute to the review of the business continuity management framework, policies and procedures</li><li>1.4. Participate in emergency response and business continuity management framework training and <b>exercises</b> as required</li></ul>                                                                              |
| 2. Support the organisation's business continuity strategies                    | <ul style="list-style-type: none"><li>2.1. Demonstrate an awareness of internal and external <b>risk</b> context relevant to the organisation</li><li>2.2. Review and provide feedback on the outcomes of the <b>business impact assessment/s</b></li><li>2.3. Participate in <b>risk treatment</b> reviews</li><li>2.4. Identify and record the organisation's <b>emergency response, continuity and recovery strategies</b></li><li>2.5. Identify own role and responsibility within the organisation's <b>business continuity plan/s</b></li><li>2.6. Identify and report to management on any new or <b>emerging risk</b> or <b>incident</b></li></ul> |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

- communication and teamwork skills to:
  - provide feedback to appropriate personnel about the business continuity management framework and strategies
  - read, write and understand a variety of workplace documents
  - work effectively with diverse individuals and groups
- learning skills to participate in training activities and to improve own knowledge and skills about business continuity management
- planning and organising skills to identify risk factors and to take action to minimise risk according to level of responsibility
- problem-solving skills to appropriately address identified risks treatments (within own level of responsibility)
- research and data collection skills to monitor and evaluate risks
- technology skills to use the organisation's data and information management systems

#### Required knowledge

- Australian/New Zealand Standard AS/NZS 4360:2004 Risk Management
- Australian/New Zealand Standard Handbook AS/NZS HB221:2004 Business Continuity Management
- organisation's policies and procedures, including business continuity strategies
- overall operations of the organisation, including existing data and information systems
- relevant legislation and regulations that impact on business continuity, such as OHS, environment, duty of care, contract, company, freedom of information, industrial relations, privacy and confidentiality, due diligence, records management

## Evidence Guide

| <b>EVIDENCE GUIDE</b>                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>                                                                                                                    | <p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> <li>• demonstrated understanding of own role in relation to wider business continuity requirements in the organisation</li> <li>• demonstrated understanding of risk and the business continuity management framework processes and policies as they apply in the organisation</li> <li>• participation in contributing to improving business continuity management framework processes within the organisation</li> </ul>                                                                                                                                                          |
| <b>Context of and specific resources for assessment</b>                                                                                                                                                                | <p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>• access to workplace documentation relating to risk management</li> <li>• access to business continuity management framework, business impact assessments and strategies</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Method of assessment</b>                                                                                                                                                                                            | <p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the participant</li> <li>• review of documentation outlining risk context and organisation's processes and outcomes</li> <li>• work based projects or case studies</li> <li>• scenarios</li> <li>• oral or written questioning to assess basic knowledge of Australian standards for risk management and business continuity</li> </ul> |
| <b>Guidance information for assessment</b>                                                                                                                                                                             | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

## Range Statement

### 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.

***Organisation*** may include:

- commercial enterprises
- community
- government
- non-commercial enterprises
- not-for-profit
- religious organisations

***Exercises*** may include:

- drills
- scenario planning

***Risk*** may include:

- aeronautical
- armed hold-up
- biological
- chemical
- civil disturbance
- disability/death of key person
- economic
- electronic
- erosion
- explosion
- fire
- fraud
- hazardous materials
- industrial accident
- infrastructure failure
- market failure
- natural disaster
- operational collapse - insolvency
- pandemic
- pollution
- privacy and confidentiality
- radiological/nuclear
- robbery and/or major vandalism
- sabotage

| <b>RANGE STATEMENT</b>                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                          | <ul style="list-style-type: none"> <li>• structure failure</li> <li>• terrorism</li> <li>• transport accident</li> <li>• war</li> <li>• water</li> <li>• weather/climate change</li> </ul>                                                                                                                                                                                                                                                                 |
| <b><i>Business impact assessment/s</i></b> may include:  | <ul style="list-style-type: none"> <li>• breach/reduction of customer service standards</li> <li>• cost/impact on existing and/or increased finance</li> <li>• escalating losses over time</li> <li>• impact of loss of business/resources</li> <li>• loss of revenue</li> <li>• potential fines/penalties/litigation costs</li> <li>• reputation/brand damage</li> <li>• statutory/regulatory breaches</li> </ul>                                         |
| <b><i>Risk treatment</i></b> may include:                | <ul style="list-style-type: none"> <li>• activating evacuation plan</li> <li>• activating lock down procedures</li> <li>• activating workplace emergency management plan</li> <li>• personnel working from home</li> <li>• relocation of facilities</li> <li>• resource replacement</li> <li>• temporarily suspending activities</li> <li>• transferring activities</li> </ul>                                                                             |
| <b><i>Emergency response strategies</i></b> may include: | <ul style="list-style-type: none"> <li>• contact lists to report incident/s</li> <li>• documentation/reporting/recording procedures</li> <li>• evacuation plan</li> <li>• location of evacuation assembly point</li> <li>• lockdown procedures</li> <li>• names and responsibilities of wardens</li> <li>• personnel instructions for evacuation</li> <li>• process for accounting for personnel</li> <li>• workplace emergency management plan</li> </ul> |
| <b><i>Continuity strategies</i></b> may include:         | <ul style="list-style-type: none"> <li>• action required to resume critical business activities</li> <li>• contact lists of critical personnel and stakeholders</li> <li>• counselling</li> <li>• critical business activities and prioritisation of when they can/need to resume</li> <li>• list of resources</li> </ul>                                                                                                                                  |

| <b>RANGE STATEMENT</b>                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                       | <ul style="list-style-type: none"> <li>• relocation to alternative worksite</li> <li>• resource replacement</li> <li>• treatment for critical business activities</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b><i>Recovery strategies</i></b> may include:        | <ul style="list-style-type: none"> <li>• damage assessment</li> <li>• process for assessing loss and filing insurance claims</li> <li>• relocation of business to original location</li> <li>• salvage and restoration of records, infrastructure and premises</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b><i>Business continuity plan/s</i></b> may include: | <ul style="list-style-type: none"> <li>• introduction</li> <li>• organisational details</li> <li>• objectives</li> <li>• purpose</li> <li>• critical business functions</li> <li>• assumptions</li> <li>• processes</li> <li>• activation and stand down</li> <li>• responsibility</li> <li>• version control and maintenance</li> <li>• operational requirements</li> <li>• critical success factors</li> <li>• interdependencies</li> <li>• outage times</li> <li>• compliance</li> <li>• people</li> <li>• structure</li> <li>• roles and responsibilities</li> <li>• contact details</li> <li>• continuity arrangements</li> <li>• accommodation</li> <li>• resources</li> <li>• workarounds and alternative solutions</li> <li>• continuity management tasks</li> <li>• communications</li> <li>• other plans</li> </ul> |
| <b><i>Emerging risk</i></b> may include:              | <ul style="list-style-type: none"> <li>• act of god</li> <li>• civil unrest</li> <li>• communication with third party, e.g. phone call of bomb threat</li> <li>• environmental - human</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| <b>RANGE STATEMENT</b>              |                                                                                                                                                                                                          |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                     | <ul style="list-style-type: none"> <li>• insufficient finance</li> <li>• insufficient insurance</li> <li>• news bulletins</li> <li>• pandemic</li> <li>• terrorist</li> </ul>                            |
| <b><i>Incident</i></b> may include: | <ul style="list-style-type: none"> <li>• biological contamination</li> <li>• chemical exposure</li> <li>• detection of any of the risks as listed previously</li> <li>• fire</li> <li>• flood</li> </ul> |

## Unit Sector(s)

|                    |  |
|--------------------|--|
| <b>Unit sector</b> |  |
|--------------------|--|

## Competency field

|                         |                                  |
|-------------------------|----------------------------------|
| <b>Competency field</b> | Industry Capability - Continuity |
|-------------------------|----------------------------------|

## Co-requisite units

|                           |  |  |
|---------------------------|--|--|
| <b>Co-requisite units</b> |  |  |
|                           |  |  |
|                           |  |  |