



Australian Government

Department of Education, Employment and Workplace Relations

TLIP107C Develop plans to meet customer and organisation needs

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to develop plans to meet customer and organisation needs, including contributing to strategic planning, analysing market needs, contributing to business documentation, and communicating on planning matters with other members of the organisation.

Application of the Unit

Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in developing plans to meet customer and organisation needs.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations goals and key performance objectives.

Work involves responsibility for the development of work plans and the provision of leadership of others either individually or in teams.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Contribute to strategic planning	1.1 A contribution is made to a shared vision and values for the workplace by assisting the examination of future opportunities and directions and their use in the shaping of business goals and objectives 1.2 A contribution is made to strategic planning by assisting in the investigation of the business environment of the workplace
2 Analyse market needs	2.1 Customer needs are researched and the outcomes analysed and interpreted to establish business options and opportunities 2.2 Opportunities are identified for product and service enhancement through an analysis of existing and potential market opportunities and the development of strategies to strengthen the workplace's market focus in suitable directions
3 Contribute to business documentation	3.1 Contributions are made to the preparation of the workplace's business plans/budgets 3.2 All workplace insurance needs are identified and suitable cover taken out
4 Communicate to other members of the organisation	4.1 The outcomes of the planning process are communicated to appropriate persons in the organisation and feedback mechanisms used to ensure continuous improvement of the planning process and outcomes

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant regulatory and code requirements

Relevant OH&S and environmental protection policies and procedures

Workplace protocols and procedures for the development of plans to meet customer and organisation needs, including: strategic planning, tactical planning and quality improvement of services/operations/products

Relevant workplace business management policies and practices, including requirements for the maintenance of security and confidentiality

Insurance requirements relevant to business operations

Focus of operation of business planning systems and resources

Resource availability including the processing capacity of equipment and software systems for planning activities

Typical problems that can occur when developing plans to meet customer and organisation needs and related appropriate action that can be taken

Required skills:

Communicate and negotiate effectively with others when developing plans to meet customer and organisation needs

Read and interpret instructions, procedures, information and signs relevant to the development of plans to meet customer and organisation needs

Interpret and follow operational instructions and prioritise work

Survey and assess organisation and customer requirements

Complete documentation related to the development of plans to meet customer and organisation needs

Operate electronic communication equipment to required protocol

Work collaboratively with others when developing plans to meet customer and organisation needs

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when developing plans to meet customer and organisation needs in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may occur when developing plans to meet customer and organisation needs

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and appropriately apply technology, information systems and procedures to complete workplace tasks

Adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

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.

The workplace environment may involve twenty-four hour operation and may include:	single and multi-site locations large, medium and small companies
Services, products, risks, work systems and requirements may:	potentially vary across different sections of the workplace
Operations involve:	internal and external customer contact and coordination
Plans may include:	operational plans marketing plans financial plans
Consultative processes may involve:	other employees and supervisors customers and suppliers management and union representatives industrial relations and OH&S specialists other professional or technical staff, contractors and maintenance personnel
Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:	company plans/procedures enterprise plans/procedures organisational plans/procedures established plans/procedures
Information/documentation may include:	procedures for the development of workplace plans and budgets customer/client instructions and assessed requirements legislation, regulations and related documentation relevant to business operations regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements

	insurance requirements
	relevant agreements, codes of practice including the National Standards for Services and Operations
	manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
	reports of accidents and incidents within regulatory requirements and workplace procedures
	workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
	quality assurance procedures
Applicable regulations and legislation may include:	relevant regulations, standards and codes of practice
	relevant Australian and state/territory OH&S legislation
	equal employment legislation and related policies
	environmental protection regulations
	hazardous substances and dangerous goods codes
	relevant Australian standards and certification requirements
	licence, patent or copyright arrangements
	taxation and trading regulations relevant to business operations
	relevant insurance regulations

Unit Sector(s)

Not applicable.

Competency Field

P - Business Planning