

Contents

About this guide	5
Section 1: Meeting VET sector requirements	7
1.1 How Aspire's resources assist in meeting requirements	7
1.2 Resource quality assurance processes	16
Section 2: Unit of competency information	17
2.1 Unit of competency	17
2.2 Unit of competency assessment requirements	21
2.3 Aspire resources available for this unit	23
2.4 Target groups	25
Section 3: Training requirements	27
3.1 Delivery approach	27
3.2 Delivery plans	28
3.3 Learning mapping	37
3.4 Solutions – general guidance	47
3.5 Solutions to practice tasks	48
3.6 Solutions to learning checkpoints	55
Section 4: Assessment	65
4.1 Assessment approach	65
4.2 Assessment procedures	66
4.3 Assessment mapping	72
4.4 Assessment solutions and marking guidance	78
4.5 Completing the record of outcome	86
Section 5: Forms	88
Section 6: Glossary of VET terminology	89

Section 1: Meeting VET sector requirements

Training organisations have a range of requirements that they must meet in developing and implementing quality training and assessment strategies and practices for course programs. As a trainer, you also have a range of requirements that must be considered when implementing programs for your specific group of learners.

1.1 How Aspire's resources assist in meeting requirements

The following section outlines a range of VET sector requirements and how Aspire's resources may assist you and your training organisation in implementing a quality learning experience.

VET sector requirement	Aspire's approach
Australian Qualifications Framework The Australian Qualifications Framework is the national policy for regulated qualifications in the Australian education and training system. The AQF incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework. You and your training organisation must be aware of the requirements of the relevant AQF qualification or course requirements, from the endorsed training package, as you implement course delivery.	Aspire's learning resources, practice tasks and learning checkpoints have been pitched at a level suitable for the unit of competency and the qualifications for which it is relevant, based on the specifications in the Australian Qualifications Framework (AQF) (Second edition, January 2013). For more information regarding these specifications, and to download the Australian Qualifications Framework, visit the AQF website at: www.aqf.edu.au .
Volume of learning When developing training and assessment strategies for this unit and the qualification for which it is relevant, you and your training organisation must take into account the volume of learning requirements as defined by the Australian Qualifications Framework. An explanation of volume of learning can be accessed at: www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-Learning-Explanation.pdf	The sample delivery plans provided in section 3.2 include suggested time allocations. You may need to adjust these allocations when planning delivery in the context of a whole qualification to meet volume of learning requirements and learner needs.

Section 2: Unit of competency information

2.1 Unit of competency

BSBMGT402 Implement operational plan

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, planning and acquiring resources and providing reports on performance as required.

It applies to individuals who plan activities to achieve the measurable, stated objectives of the team and the organisation. At this level work will normally be carried out within routine and non-routine methods and procedures which require planning, evaluation, leadership and guidance of others.

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

Prerequisite units

None

2.2 Unit of competency assessment requirements

Assessment requirements for BSBMGT402 Implement operational plan

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance evidence	<p>Evidence of the ability to:</p> <ul style="list-style-type: none">• interact with a range of people/groups to identify resource requirements, performance objectives, systems, procedures and records relating to the operational plan• vary the operational plan and gain approval to deal with contingencies• monitor operational performance against the performance objectives and budgets and take action to rectify unsatisfactory performance• plan and acquire physical and human resources using organisation's systems and procedures• manage and support personnel to achieve performance objectives including inducting new employees and providing mentoring and coaching• present information and recommendations to support implementation and variation of the operational plan• document and provide reports on performance as required by the organisation. <p>Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.</p>
Knowledge evidence	<p>To complete the unit requirements safely and effectively, the individual must:</p> <ul style="list-style-type: none">• describe performance monitoring systems and processes• describe methods for problem solving• explain how organisational policies and procedures relate to the operational plan.

3.2 Delivery plans

The following sample delivery plans can be used to deliver *BSBMGT402 Implement operational plan*. These plans, including the time allocations, are suggestions only. You may need to add to them, change them or substitute your own activities according to the interest level, experience of the learners and the specific situation. Remember, it is your responsibility as the trainer to use the most appropriate strategies for your learners.

The delivery plans have been developed for use in a face-to-face delivery environment. However, certain features of the delivery plans can be adapted to be used for individual/online learners, particularly for those parts of the learning content that necessitate some form of group interaction or communication.

Topic 1: Implement operational plan	
Suggested time allocation: 20 hours Suggested resources: <ul style="list-style-type: none"> Recommended reading Slide presentation software 	Slide nos: 2–13
Recommended reading	Terminology checklist
Aspire learner guide <i>BSBMGT402 Implement operational plan</i> , Release 1 Topic 1: Implement operational plan	<ul style="list-style-type: none"> Operational plan Resources Stock requirements Requisitions Three-stage model of implementation Gantt chart Key performance indicators (KPIs) Quantitative Qualitative Business case
Suggested training strategies	
<ul style="list-style-type: none"> Commence facilitation of this unit of competency by introducing learners to the Aspire learner guide for <i>BSBMGT402 Implement operational plan</i>. You may wish to discuss recognition of prior learning processes with learners at this stage. 	
<ul style="list-style-type: none"> Discuss with learners the importance of identifying the foundation skills that they develop as they progress through this unit. The preliminary pages of the learner guide include useful information regarding the foundation skills relevant for this unit. 	
<ul style="list-style-type: none"> Encourage learners to develop a personal glossary to record any terms that are new to them. They should record a definition and use the term in the correct context. The personal glossary could be included in a portfolio of evidence for assessment. 	
<ul style="list-style-type: none"> Encourage learners to maintain a learning journal as they undertake this unit of study. They should use the learning journal to record their workplace experience, their reflections on their learning, feedback they receive from trainers, supervisors, clients and their more experienced colleagues and their self-assessment of their performance in the workplace. Advise learners whether their learning journal could form a component of their assessment in this unit. The journal could be used when undertaking practical workplace activities, but may also be used for all knowledge and skill 	

3.3 Learning mapping

BSBMGT402 Implement operational plan, Release 1

Unit of competency	Content	Practice tasks	Learning checkpoint
Element 1: Implement operational plan			
1.1 Collate, analyse and organise details of resource requirements in consultation with relevant personnel, colleagues and specialist resource managers	1A Collate, analyse and organise resources with relevant personnel	1	LC 1: 1, 2, 3, 9, 10
1.2 Implement operational plans to contribute to the achievement of organisation's performance/business plan	1B Implement operational plans to achieve organisational outcomes	2	LC 3: 1
1.3 Identify and use key performance indicators (KPIs) to monitor operational performance	1C Use key performance indicators to monitor operational performance	3	LC 1: 7, 8
1.4 Manage contingencies by adjusting the implementation of the operational plan in consultation with others	1D Manage contingencies by adjusting implementation of operational plan	4	LC 1: 5, 6
1.5 Provide assistance in the development and presentation of proposals for resource requirements in line with operational planning processes	1E Develop and present resource requirement proposals	5	LC 1: 4 LC 2: Part A
Element 2: Implement resource acquisition			
2.1 Recruit and induct employees within organisation's policies, practices and procedures	2A Recruit and induct employees within organisational guidelines	6	LC 2: Part A

Final assessment tasks and recommended options

The final assessment provided in Aspire's print learner guide or online resource includes an overview that is laid out as follows (or similar):

To demonstrate your competency using this final assessment you must successfully complete three assessment tasks.

Complete the following task	Part A – Questioning You will demonstrate a sound knowledge of the unit requirements in your responses.
Select and complete one of the following	Part B – Project: Implementing an operational plan at BizOps Enterprises You will demonstrate your skills and knowledge by completing a project using a case study or simulated environment. OR Part C – Project: Implementing an operational plan at work You will demonstrate your skills and knowledge by completing a project in your workplace.
Select and complete one of the following	Part D – Observation Your work performance will be documented while being observed by an assessor. OR Part E – Third-party report Your work performance will be documented using a third-party report completed by a relevant supervisor.

Negotiating assessment tasks

It is critical that candidates understand the assessment tasks and expectations of their performance, as well as any options that may be available. Aspire's learner guides include a range of options for assessment (as outlined), depending on the unit being assessed and the characteristics of the candidate.

For example, a candidate completing assessment in a workplace (their own or via a work placement) may rely on a third-party report assessment. However, candidates completing assessment after a workshop-based program may require assessor observations in a simulated workplace task.

Candidates may also typically have the option of a verbal interview with their assessor or a written assessment (written questions) to demonstrate their knowledge of the unit being assessed. It should be noted that, even where only a written assessment option is provided, assessors may undertake this assessment in a verbal interview mode if suitable for the unit content, as a reasonable adjustment strategy.

How to use the assessment plan

Once assessment tasks and options have been discussed with the candidate, required and preferred tasks should be selected and documented in the assessment plan. An example of the assessment plan is provided here.

Assessment plan	
Training organisation name:	
Candidate name:	
Phone number:	
Date:	
Email:	
Assessor name:	
Unit of competency:	BSBMGT402 Implement operational plan, Release 1
Assessment tasks selected:	<p>Part A – Questioning</p> <p>Select and complete one of the following:</p> <p><input type="checkbox"/> Part B – Project: Implementing an operational plan at BizOps Enterprises OR</p> <p><input type="checkbox"/> Part C – Project: Implementing an operational plan at work</p> <p>Select and complete one of the following:</p> <p><input type="checkbox"/> Part D – Observation OR</p> <p><input type="checkbox"/> Part E – Third-party report</p>

4.3 Assessment mapping

BSBMGT402 Implement operational plan, Release 1

Unit of competency	Part A – Questioning	Part B – Project: Scenario	Part C – Project: At work	Part D – Observation	Part E – Third-party report
Element 1: Implement operational plan					
1.1 Collate, analyse and organise details of resource requirements in consultation with relevant personnel, colleagues and specialist resource managers		P1	P1		
1.2 Implement operational plans to contribute to the achievement of organisation's performance/business plan		P4	P4		
1.3 Identify and use key performance indicators (KPIs) to monitor operational performance		P5	P5		
1.4 Manage contingencies by adjusting the implementation of the operational plan in consultation with others		P6	P6		
1.5 Provide assistance in the development and presentation of proposals for resource requirements in line with operational planning processes		P10	P10		
Element 2: Implement resource acquisition					
2.1 Recruit and induct employees within organisation's policies, practices and procedures		P11	P11		