

## **BSBMGT402A: Implement operational plan**

### **Description**

This unit describes the performance outcomes, skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing reports on performance as required. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

<b>Element</b>	<b>Performance criteria</b>
1. Implement operational plan	1.1 Collate, analyse and organise details of <b>resource requirements</b> in consultation with <b>relevant personnel, colleagues and specialist resource managers</b> 1.2 Implement <b>operational plans</b> to contribute to the achievement of organisation's performance/business plan 1.3 Identify and use <b>key performance indicators (KPIs)</b> to monitor operational performance 1.4 Undertake <b>contingency planning</b> and <b>consultation processes</b> 1.5 Provide assistance in the development and presentation of proposals for resource requirements in line with operational planning processes
2. Implement resource acquisition	2.1 Recruit and induct employees within <b>organisation's policies, practices and procedures</b> 2.2 Implement plans for acquisition of physical resources and services within organisation's policies, practices and procedures and in consultation with relevant personnel
3. Monitor operational performance	3.1 Monitor <b>performance systems and processes</b> to assess progress in achieving profit/productivity plans and targets 3.2 Analyse and use budget and actual financial information to monitor profit/productivity performance 3.3 Identify unsatisfactory performance and take prompt action to rectify the situation according to organisational policies 3.4 Provide mentoring, coaching and supervision to support individuals and teams to use resources effectively, economically and safely 3.5 Present recommendations for variation to operational plans to the <b>designated persons/groups</b> and gain approval 3.6 Implement <b>systems, procedures and records</b> associated with performance in accordance with organisation's requirements

## **Skills and Knowledge**

### ***Required skills***

- Coaching and mentoring skills to provide support to colleagues
- Literacy skills to access and use workplace information, and to prepare reports
- Planning and organising skills to monitor performance and to sequence work of self and others to achieve planned outcomes.

### ***Required knowledge***

- Principles and techniques associated with:
  - Contingency planning
  - Methods for monitoring and reporting on performance
  - Monitoring and implementing operations and procedures
  - Problem identification and methods of resolution
  - Relevant budgeting and financial analysis, interpretation and reporting requirements
  - Resource management systems at the tactical implementation level
  - Resource planning and acquisition
  - Tactical risk analysis including identification and reporting requirements.

### ***Overview of assessment***

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

Evidence of the following is essential:

- Ability to monitor and adjust operational performance, produce short-term plans for the department or section, plan and acquire resources, and provide reports on performance as required
- Knowledge of principles and techniques associated with monitoring and implementing operations and procedures.