

Competency Unit	BSBMGT402A Implement operational plan				
Unit Descriptor	This unit of competency 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. This unit contains employability skills. Frontline managers are actively engaged in planning activities to achieve the measurable, stated objectives of the team and the organisation. This key role is carried out to provide safe, efficient and effective products and services to customer satisfaction within the organisation's productivity and profitability plans. 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.				
Client Candidate Name		<small>Third Party</small> Employer Representative Name		<small>RTO</small> Assessor Name	
Signature		Signature		Signature	
Date		Date		Date	
Supplementary evidence has been provided for this unit <input type="checkbox"/>		Supervisor <input type="checkbox"/>	Client <input type="checkbox"/>	Colleague <input type="checkbox"/>	Supplementary evidence has been verified and attached for this unit <input type="checkbox"/>

Skills and Attitudes Assessment

How am I going to be assessed and what do I need to provide my assessor?	<p>This unit of competency is to be assessed in the workplace or simulated work environment. The following assessment methods are suggested:</p> <ul style="list-style-type: none"> Assessment must ensure: access to appropriate documentation and resources normally used in the workplace. 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 documentation outlining contingency planning and consultation processes undertaken; demonstration of techniques in managing performance; evaluation of mentoring, coaching and supervision provided to support individuals and teams to use resources effectively, economically and safely. <p>In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.</p>	Self Evaluation Assessment 1	Third Party Assessment 2	RTO Verification Assessment 3	Notes by Assessor
		Task/s Verified by Candidate	Task/s Verified by Supervisor	Task/s Verified by Assessor	
		<small>Yes No</small>	<small>Yes No</small>	<small>Yes No</small>	
	<i>coaching and mentoring skills to provide support to colleagues</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>literacy skills to access and use workplace information, and to prepare reports</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>planning and organising skills to monitor performance and to sequence work of self and others to achieve planned outcomes.</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>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</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>knowledge of principles and techniques associated with monitoring and implementing operations and procedures</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>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</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>knowledge of principles and techniques associated with monitoring and implementing operations and procedures.</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>Manages a number of different tasks within the job</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>Responds to problems, breakdowns, changes to routine</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>Demonstrates a positive attitude and responsibility to work</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	

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The following Elements of Competency and Performance Criteria have been assessed in line with the Required Knowledge and Skills and Attitudes outlined Yes No

<p>Implement operational plan Collate, analyse and organise details of resource requirements in consultation with relevant personnel, colleagues and specialist resource managers Implement operational plans to contribute to the achievement of organisation's performance/business plan Identify and use key performance indicators (KPIs) to monitor operational performance Undertake contingency planning and consultation processes Provide assistance in the development and presentation of proposals for resource requirements in line with operational planning processes</p>	<p>Implement resource acquisition Recruit and induct employees within organisation's policies, practices and procedures Implement plans for acquisition of physical resources and services within organisation's policies, practices and procedures and in consultation with relevant personnel</p>	<p>Monitor operational performance Monitor performance systems and processes to assess progress in achieving profit/productivity plans and targets Analyse and use budget and actual financial information to monitor profit/productivity performance Identify unsatisfactory performance and take prompt action to rectify the situation according to organisational policies Provide mentoring, coaching and supervision to support individuals and teams to use resources effectively, economically and safely Present recommendations for variation to operational plans to the designated persons/groups and gain approval Implement systems, procedures and records associated with performance in accordance with organisation's requirements</p>
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Feedback provided to candidate: Candidate signature:

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Assessment Outcome *Competent* *Not yet competent* *Candidate appeals the outcome* **Yes** **No** **Initials**..... *Details of appeal:*

