

Training Package	Business Services (BSB07)	HSC Requirements and Advice
Unit code	Unit title	HSC Indicative Hours
BSBADM311A	Maintain business resources	15

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to determine, administer and maintain resources and equipment to complete a variety of tasks. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
Competency field	Administration – General Administration
Application of the unit	This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of business resources and their maintenance to provide technical advice and support to a team.
Employability skills	This unit contains employability skills.

Evidence Guide			
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.			
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Method of assessment	Gather information for assessment
Evidence of the following is <u>essential</u> : <ul style="list-style-type: none"> collecting and recording data on resource use observing resource use over defined and operational timeframes carrying out routine maintenance knowledge of organisational resource acquisition policies, plans and procedures. 	Assessment <u>must</u> ensure: <ul style="list-style-type: none"> access to an actual workplace or simulated environment access to office equipment and resources. 	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: <ul style="list-style-type: none"> 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 estimating future and present business resource needs analysis of responses to case studies and scenarios demonstration of techniques oral or written questioning to assess knowledge of equipment maintenance procedures review of information provided on the most economical and effective choice of equipment, materials and suppliers evaluation of documentation reviewing resource acquisition processes. 	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: <ul style="list-style-type: none"> other general administration units.

Required Skills and Knowledge

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

Required skills

- literacy skills to read and understand organisation's policies and procedures; to write simple instructions for a particular routine task
- evaluation skills to diagnose faults and to monitor resource usage
- problem solving skills to determine appropriate fault repair actions
- numeracy skills to calculate resource expenditure
- technology skills to select and use technology appropriate to a task.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
 - anti discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - occupational health and safety (OHS)
- organisational resource acquisition policies, plans and procedures
- functions of a range of business equipment
- organisational procedures for record keeping/filing systems, security and safe recording practices.

Element	Performance Criteria	Range Statement
1 Advise on resource requirements	1.1 Calculate estimates of future and present <i>business resource needs</i> in accordance with <i>organisational requirements</i> .	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording, if used in the performance criteria, is detailed below.</p> <p>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.</p> <p><i>Business resources</i> may include:</p> <ul style="list-style-type: none"> • equipment • facilities • human resources • raw materials • software • stock and supplies. <p><i>Organisational requirements</i> may include:</p> <ul style="list-style-type: none"> • access and equity principles and practice • business and performance plans • defined resource parameters • ethical standards • goals, objectives, plans, systems and processes • legal and organisational policies, guidelines and requirements • management and accountability channels • manufacturer's and operational specifications • OHS policies, procedures and programs • quality and continuous improvement processes and standards • quality assurance and/or procedures manuals • security and confidentiality requirements.
	1.2 Ensure advice is clear, concise and relevant to achievement of organisational requirements.	
	1.3 Provide information on the most economical and effective choice of equipment, materials and suppliers.	
	1.4 Identify resource shortages and possible impact on operations.	
2 Monitor resource usage and maintenance	2.1 Ensure resource handling is in accordance with established <i>organisational requirements including occupational health and safety requirements</i> .	<p><i>Occupational health and safety requirements</i> may include:</p> <ul style="list-style-type: none"> • decision making delegations

Element	Performance Criteria	Range Statement
		<ul style="list-style-type: none"> • equipment use • first aid kit • medical attention • reporting requirements • site access.
	2.2 Use business technology to monitor and identify the effective use of resources.	Business technology may include: <ul style="list-style-type: none"> • computer applications • computers • modems • personal schedules • photocopiers.
	2.3 Use consultation with individuals and teams to facilitate effective decision making on the appropriate allocation of resources.	
	2.4 Identify and adhere to relevant policies regarding resource use in the performance of operational tasks.	Policies regarding resource use may include: <ul style="list-style-type: none"> • budgeting limits • ordering procedures • purchasing authorities • recruitment and personnel • time management • transport/travel policies.
	2.5 Routinely monitor and compare resource usage with estimated requirements in budget plans.	
3 Acquire resources	3.1 Ensure acquisition and storage of resources is in accordance with organisational requirements, is cost effective and consistent with organisational timelines.	
	3.2 Acquire resources within available time lines to meet identified requirements.	
	3.3 Review resource acquisition processes to identify improvements in future resource acquisitions.	Resource acquisition processes may include: <ul style="list-style-type: none"> • contracted supplier ordering • internal approvals • non tendered processes • periodic forecasts • tendered processes.