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RTO Works  
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Business Works is a series of training and assessment resources developed for qualifications within the Business Services Training Package.

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| Student name: |  |
| --- | --- |
| Assessor: |  |
| Date: |  |
| Business this assessment is based on: |  |
| Documentation reviewed as preparation: |  |

| A close up of a logo  Description automatically generated | **Section 1: Planning for an operational plan** |
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| About the organisation  *Provide an overview of the organisation and product/services/programs.*  *Describe the key functions and activities of the work area you will develop an operational plan for.*  *Briefly describe at least two objectives outlined in the strategic plan (if there is no strategic plan for your business, develop two objectives for your work area or business).*  *Describe your job role.*  *Explain how your job role contributes to the broader goals of the business or work area.* |  | |
| --- | --- | --- |
| Source information  *Identify stakeholders who will contribute to the operational plan and provide relevant approvals:*   * *Who are they (consider escalation points, specialist resource manager, colleague, client)?* * *What contribution will they make?* * *What will they approve (if relevant)?*   *Identify and summarise any legislation relevant to the operational plan you develop.*  *Identify and summarise any organisational policies and procedures relevant to the operational plan you develop. (Attach proof to this section of your portfolio).*  *Summarise the financial information (e.g. budget and forecast) that will inform spending and (attach proof to this section of your portfolio).* |  | |
| Identify potential activities  *What potential activities are required to address the objectives (at least three per objective)?*  *What are your suggested time frames for each activity?*  *Who will be responsible for the completion of each activity?* |  | |
| Establish potential human resource requirements  *For each potential activity in the operational plan, list the human resources required (at least one new human resource should be required).*  *For each human resource:*   * *research and summarise information on resource options and how the resource may be sourced (e.g. can internal staff do the job, are consultants required etc.?).* * *analyse options and choose one.* * *explain any financial implications (e.g. approval required, amount to be budgeted for etc.).* * *explain any Intellectual Property (IP) requirements, rights and responsibilities linked to the resource* * *explain how the resource will be recruited and inducted following policy and procedure.* |  | |
| Establish potential physical resource requirements  *Use the information from your research and knowledge of your work area.*  *For each potential activity in the operational plan, list the physical resources required (identify at least one).*  *For each physical resource:*   * *research and summarise information on resource alternatives (e.g. RPA vs human input)* * *analyse options and choose best one* * *explain how the resource will be obtained/purchased following policy and procedures* * *explain any financial implications (e.g. approval required, amount to be budgeted for etc.)* * *explain any Intellectual Property (IP) requirements, rights and responsibilities linked to the resource (other than those already considered).* |  | |
| Establish potential KPIs  *For each activity, establish measurable KPIs.*  *Show how you approached establishing the KPIs in a mathematical way using problem-solving.*  *How do the KPIs reflect financial requirements?*  *List ways to monitor the KPIs.* |  | |
| Identify data security issues  *Identify any data security requirements or issues associated with the activities.* |  | |
| Attach:Paperclip | Proof of policies and procedures relevant to work area and/or operational plan | ☐ |
| Proof of financial information and relevant calculations (e.g. budget, graphs) | ☐ |

| A close up of a logo  Description automatically generated | **Section 2: Developing an operational plan** |
| --- | --- |

| Consult with others  *Summarise the outcomes of your meeting with relevant stakeholders:*   * *Which stakeholders did you consult with?* * *Why were these stakeholders part of the consultation process?* * *Were any changes to your suggested activities, resources, timeframes, KPIs and monitoring processes requested?*   *Describe how you collaborated to achieve joint outcomes.*  *How did you seek feedback, advice and support?*  *If not already viewed in person by your assessor, attach proof of the consultation to this section of your portfolio.* |  |
| --- | --- |

| **Objective** | **Activity/**  **strategy to achieve objective** | **Person responsible for completion** | **Timeline** | **Resources required** | **KPI** | **Budget** |
| --- | --- | --- | --- | --- | --- | --- |
| *Objective selected from strategic plan* | *Activity required to realise objective* | *Person responsible for the activity’s successful completion* | *When must the activity be completed by or during which period is it to be completed* | *Human and physical resources required to complete activity* | *KPI to measure and monitor success of the activity* |  |
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Develop a contingency plan.

| **Activity/strategy to achieve objective** | **Potential risks** | **Planned Response** |
| --- | --- | --- |
| *Activity required to realise objective* | *Risk associated with the activity* | *How you will mitigate the risk* |
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| Approve plan  *Follow organisational policies and procedures to seek approval for your operational plan:*   * *Who will you seek approval from?* * *How will you seek approval?*   *Attach proof of approval (e.g. minutes of executive team meeting, draft email) to this section of the portfolio.* |  | |
| --- | --- | --- |
| Document resource requirements  *Document the resource requirements (following organisational policy and procedures).*  *Attach proof to this section of the portfolio.* |  | |
| Explain plan to team  *If you are completing this assessment in your workplace, you will need to attach proof to your portfolio. This should be a video for your assessor to view. If you are using the case study, your assessor will have already observed you.* |  | |
| Attach:Paperclip | Proof of stakeholder meeting (if relevant) | ☐ |
| Documented resource requirements | ☐ |
| Operational plan (if you did not use the provided table) | ☐ |
| Contingency plan (if you did not use the provided table) | ☐ |
| Proof of operational plan approval | ☐ |
| Explanation to team (submit video if workplace based) | ☐ |

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| Confirm human resource acquisition  *Confirm that any new staff members required to complete the activities in the operational plan were recruited and inducted according to the organisation’s policies, practices and procedures (e.g. via email, face-to-face conversation, survey etc.)*  *Attach proof to this section of the portfolio.* |  | | |
| --- | --- | --- | --- |
| Confirm physical resource acquisition  *Confirm that any new physical resources and services required to complete the activities in the operational plan were acquired according to the organisation’s policies, practices and procedures (e.g. via email, face-to-face conversation, invoices, quotes etc.)*  *Attach proof to this section of the portfolio.* |  | | |
| Incorporate Intellectual Property (IP) requirements  *Take necessary steps to ensure any IP requirements (established in Section 1 of your Project Portfolio) are incorporated in the execution of activities (e.g. memo to staff, contractual agreement, email to include it in induction process etc.)*  *Attach proof to this section of the portfolio.* |  | | |
| Plan and implement monitoring  *Choose one activity and its related KPI.*  *Establish a process that can be used to monitor and document performance of the KPI (either using a flowchart or words).*  *Implement the process (e.g. by placing a poster in the office, sending an email etc.)*  *Attach proof of your implementation to this section of your portfolio.* | |  | |
| Assess progress  *Assess and document the progress of the activity you selected to monitor in the previous step (use the data showing underperformance).*  *You may consider:*   * *Is it likely to be completed within the timeframe set?* * *Will it meet budget?* * *Are any additional resources required?* * *Are any resources under-performing (identify at least one)?*   *Attach relevant data/proof of progress to this section of your portfolio.*  *Attach documented performance to this section of your portfolio.* | |  | |
| Negotiate and approve variations  *Summarise the outcomes of your negotiations with relevant stakeholders:*   * *Who was part of the negotiation?* * *What are reasons for underperformance and how can it be solved?* * *What did you negotiate (e.g. adjusted timeframe to allow for additional training)?* * *How can you support the resource going forward?* * *Which variations were approved?*   *Attach proof of your negotiation to this section of your portfolio (if not already viewed in person by your assessor).* | |  | |
| Approve variations.  *Gain approval from relevant stakeholders for the negotiated variation(s).*  *Attach proof to this section of your portfolio (e.g. minutes of executive team meeting, email etc.).* | |  | |
| Address underperformance  *Confirm that support is provided where necessary according to policy and procedures (e.g. email to arrange training).*  *Attach proof of confirmed support to this section of your portfolio.* | |  | |
| Attach:Paperclip | | Proof to confirm recruitment and induction processes | ☐ |
| Proof to confirm physical resource acquisition processes | ☐ |
| Proof of incorporated IP requirements | ☐ |
| Proof of implementation of monitoring process | ☐ |
| Proof of data/progress (if relevant) | ☐ |
| Documented performance | ☐ |
| Proof of negotiation (if relevant) | ☐ |
| Proof of approval | ☐ |
| Proof to confirm additional support | ☐ |