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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

BSBADM311 Maintain business resources

Modification history

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

Application

This unit describes the skills and knowledge required to determine, administer and maintain resources and equipment to complete a variety of tasks.

It 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 basic maintenance to provide technical advice and support to a team.

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

Prerequisite units

None

Unit sector

Administration – General Administration

2.2 Unit of competency assessment requirements

Assessment requirements for BSBADM311 Maintain business resources

Modification history

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

Performance evidence	Evidence of the ability to: • collect and record data on resource use • observe resource use over defined and operational timeframes • perform routine resource maintenance. Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.
Knowledge evidence	To complete the unit requirements safely and effectively, the individual must: • list the key provisions of relevant legislation • identify the organisational resource acquisition policies, plans and procedures • identify the organisational procedures for record keeping/filing systems, security and safe recording practices.
Assessment conditions	Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the general administration field of work and include access to office equipment and resources. Assessors must satisfy NVR/AQTF assessor requirements.
Links	Companion volumes are available from the IBSA website: <http://www.ibsa.org.au/companion_volumes>

3.2 Delivery plans

The following sample delivery plans can be used to deliver *BSBADM311 Maintain business resources*. 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: Advise on resource requirements	
Suggested time allocation: 12 hours **Suggested resources**: • Recommended reading • Slide presentation software	**Slide nos**: 2–12
Recommended reading	**Terminology checklist**
Aspire learner guide *BSBADM311 Maintain business resources*, Release 1 Topic 1: Advise on resource requirements	• Hardware and software • Human resources • Stock and supplies • Raw materials • Mission statement, goals and objectives • Business and performance plans • Work health and safety (whs) procedures • Quality assurance and procedures manuals • Stocktaking • Asset register • Perpetual inventory system • Periodic (physical) inventory system: manual tracking • Valuation inventories • First in, first out (FIFO) method • Last in, last out (LIFO) method • Average cost method
Suggested training strategies	
• Commence facilitation of this unit of competency by introducing learners to the Aspire learner guide for *BSBADM311 Maintain business resources*. The appendices of the learner guide provide details of the elements, performance criteria and performance and knowledge evidence that are required to demonstrate competence in this unit. You may wish to discuss recognition of prior learning processes with learners at this stage.	
• 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.	

3.3 Learning mapping

BSBADM311 Maintain business resources, Release 1

Unit of competency		Content		Practice tasks	Learning checkpoints
Element 1: Advise on resource requirements					
1.1	Calculate estimates of future and present business resource needs in accordance with organisational requirements	1A	Estimate business resource needs	1	LC 1: Part A 1–6 Part B 1 Part D 1–4
1.2	Ensure advice is clear, concise and relevant to achieve organisational requirements	1B	Give advice that is clear, concise and relevant to the organisation's needs	2	LC 1: Part B 2, 3 Part C 1 Part D 1–4
1.3	Provide information on the most economical and effective choice of equipment, materials and suppliers	1C	Provide information on the cheapest and best equipment, materials and suppliers	3	LC 1: Part C 2 Part D 1–6
1.4	Identify resource shortages and possible impact on operations	1D	Identify resource shortages and their possible effect on operations	4	LC 1: Part C 2
Element 2: Monitor resource usage and maintenance					
2.1	Ensure resource handling is in accordance with established organisational requirements including occupational health and safety requirements	2A	Handle resources according to workplace health and safety requirements	5	LC 2: Part A 1, 2
2.2	Use business technology to monitor and identify the effective use of resources	2B	Use business technology to monitor resource use	6	LC 2: Part B 1, 2, 3

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: Maintaining resources 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: Maintaining resources 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:	*BSBADM311 Maintain business resources*, Release 1
Assessment tasks selected:	Part A – Questioning Select and complete one of the following: ❑ Part B – Project: Maintaining resources at BizOps Enterprises OR ❑ Part C – Project: Maintaining resources at work Select and complete one of the following: ❑ Part D – Observation OR ❑ Part E – Third-party report
Ready for assessment declaration:	I confirm that the purpose and procedures of this assessment have been clearly explained to me. I have been consulted about any special needs I might have in relation to the assessment process. The criteria to be used for this assessment have been discussed with me, as have the consequences and possible outcomes of the assessment. I have accessed and understand general assessment information as provided by my training organisation.

4.3 Assessment mapping

BSBADM311 Maintain business resources, 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: Advise on resource requirements					
1.1 Calculate estimates of future and present business resource needs in accordance with organisational requirements		P1	P1		
1.2 Ensure advice is clear, concise and relevant to achieve organisational requirements		P2	P2		
1.3 Provide information on the most economical and effective choice of equipment, materials and suppliers		P9	P9		
1.4 Identify resource shortages and possible impact on operations		P13	P13		
Element 2: Monitor resource usage and maintenance					
2.1 Ensure resource handling is in accordance with established organisational requirements including occupational health and safety requirements	Q4			O5	O5
2.2 Use business technology to monitor and identify the effective use of resources				O7	O7
2.3 Use consultation with individuals and teams to facilitate effective decision-making on the appropriate allocation of resources	Q12, Q13, Q14			O8	O8
2.4 Identify and adhere to relevant policies regarding resource use in the performance of operational tasks				O11	O11

4.5 Completing the record of outcome

Once all required assessment tasks and options have been completed satisfactorily by the candidate, the final assessment record of outcome form must be completed.

This must be submitted to your training organisation's records administration as soon as possible after the final assessment tasks are completed and marked. An example is provided here.

Record of outcome

Training organisation name:	
Candidate name:	
Unit code and title:	*BSBADM311 Maintain business resources*, Release 1
Assessor name:	
Assessor email:	
Assessor phone number:	

Assessment tasks:		**Satisfactorily completed**
	Part A – Questioning	❑
	❑ Part B – Project: Maintaining resources at BizOps Enterprises OR ❑ Part C – Project: Maintaining resources at work	❑
	❑ Part D – Observation OR ❑ Part E – Third-party report	❑
Declaration:	In completing this assessment, I confirm that the candidate has demonstrated all unit outcomes through consistent and repeated application of skills and knowledge with competent performance demonstrated in multiple instances over a period of time. Evidence collected has been confirmed as:	