### RPL Standard



BSBSMB405 Monitor and Manage Small Business Operations

**How to complete this form**

Complete all areas in **blue** on the following pages by providing information on your previous skills and qualifications using the information below as a guide.

**Unit Description:**

### This unit describes the skills and knowledge required to implement a business plan and modify operations as required.

### To gain RPL for this unit of competency the applicant must meet the following benchmarks along with providing evidence that their current level of knowledge and skills is

Relevant to all performance criteria, knowledge and **performance evidence**.

**The applicant must provide evidence of the following to gain RPL for this unit:**

* The applicant must have experiences in operating a small business which stands alone, or is part of a department within a larger organisation. Individuals in this role use problem-solving skills and take responsibility for developing approaches to manage business operations
* Applicants who may have completed a similar unit
* The applicant must have experiences in developing strategies and procedures to successfully manage business operations
* The applicant must demonstrate knowledge of all Performance Criteria, Essential Knowledge and Skills

**Example Evidence:**

* Relevant transcript & certificate
* Evidence of working with the industry and identifying risk management procedures
* Evidence of implementing performance measures including written reports and workplace documentation that communicate complex information clearly and effectively
* Evidence of competency to make appropriate adjustments to business operations as required
* Evidence of evaluating lifestyle modifications and strategies to promote behaviour changes and modifications

### Completion of ACFB e-learning quiz/oral questioning related to work within a fitness practice; If required this will be completed at a later stage

**Evidence documents may include, but not limited to:**

* Copy of business plan
* Copy of relevant legislation, regulations, standards and codes
* Copy of relevant action planning and risk management procedures

### *Unit Evidence Description*



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| **Applicant Name** |  |  |  |



| ***SIS40215*** | | Certificate IV in Fitness | | **BSBSMB405 Monitor and Manage Small Business Operations** | **Office Use Only** | |
| --- | --- | --- | --- | --- | --- | --- |
| **Prerequisite:** None | | | | **Sufficient** | **F.E.R.** |
| **Elements / Performance Criteria** | | | **EVIDENCE** *(Applicant; Explain in detail how your evidence relates to the required knowledge listed)* | |  |  |
| **1. Develop operational strategies and procedures** | | | | | | |
| 1.1 | Develop an action plan to provide a clear and coherent direction, in accordance with business goals and objectives | |  | |  |  |
| 1.2 | Identify work health and safety (WHS) and environmental issues, and implement strategies to minimise risk factors | |  |  |
| 1.3 | Develop a quality system for the business in line with industry standards, compliance requirements and cultural criteria | |  |  |
| 1.4 | Develop performance measures and operational targets to conform with the business plan | |  |  |
| 1.5 | Develop strategies for innovation, including utilisation of existing, new or emerging technologies, where practicable, to optimise business performance | |  |  |

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| **2. Implement operational strategies and procedures** | | | | |
| 2.1 | Implement systems and key performance indicators or targets to monitor business performance and customer satisfaction |  |  |  |
| 2.2 | Implement systems to control stock, expenditure or cost, wastage or shrinkage and risks to health and safety in accordance with the business plan |  |  |
| 2.3 | Maintain staffing requirements, where applicable, within budget, to maximise productivity |  |  |
| 2.4 | Carry out provision of goods or services in accordance with established legal, ethical cultural and technical standards |  |  |
| 2.5 | Provide goods or services in accordance with time, cost and quality specifications, and customer requirements |  |  |
| 2.6 | Apply quality procedures to address product or service and customer requirements |  |  |
| **3. Monitor business performance** | | | | |
| 3.1 | Regularly monitor and review achievement of operational targets to ensure optimum business performance, in accordance with business plan goals and objectives |  |  |  |
| 3.2 | Review systems and structures, with a view to more effectively supporting business performance |  |  |
| 3.3 | Investigate and analyse operating problems to establish causes and implement changes as required, as part of the business quality system |  |  |
| 3.4 | Amend operational policies and procedures to incorporate corrective action |  |  |
| **4. Review business operations** | | | | |
| 4.1 | Review and adjust business plan, as required, to maintain business viability, in accordance with business goals and objectives |  |  |  |
| 4.2 | Clearly record proposed changes to aid future planning and evaluation |  |  |
| 4.3 | Undertake ongoing research into new business opportunities and adjust business goals and objectives as new business opportunities arise |  |  |

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| **Knowledge Evidence** | **EVIDENCE**  (please explain in detail how your evidence relates to each of the required skills listed) | **Office Use Only** | |
|  | | **Sufficient** | **F.E.R.** |
| * Summarise relevant industry codes of practice |  |  |  |
| * Explain methods for implementing operation and revenue control systems |  |  |  |
| * Summarise methods for monitoring performance and implementing improvements |  |  |  |
| * Outline work health and safety (WHS) responsibilities and procedures for managing hazards |  |  |  |
| * Identify relevant principles of risk management, including risk assessment |  |  |  |
| Clarify quality system principles and methods |  |  |  |
| Summarise relevant performance measures |  |  |  |
| Discuss role of innovation |  |  |  |
| Outline systems to manage staff, stock, expenditure, services and customer service |  |  |  |
| Identify technical or specialist skills relevant to business operations. |  |  |  |

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| **Performance Evidence** | **EVIDENCE** *(This evidence will be collected via documents outlined on first page & oral questions)* | **Office Use Only** | |
|  | | **Sufficient** | **F.E.R.** |
| Develop strategies and procedures to successfully manage business operations, including:   * Developing an action plan * Identifying risk management procedures * Developing a quality system * Implementing performance measures * Utilising technologies to optimise business performance | *This evidence will be collected via submission of documentation requested on the first & second page and oral questioning.* |  |  |
| Implement and monitor strategies and procedures developed, including:   * Analysing and correcting business problems * Reviewing and adjusting the business plan | *This evidence will be collected via submission of documentation requested on the first & second page and oral questioning.* |  |  |
| Record and research business improvements | *This evidence will be collected via submission of documentation requested on the first & second page and oral questioning.* |  |  |
| Make appropriate adjustments to business operations as required. | *This evidence will be collected via submission of documentation requested on the first & second page and oral questioning.* |  |  |

**Office Use Only**

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| **RPL Outcome** | | | | |
| **RPL Achieved** | Yes □ | No □ | |
| **Further Evidence Required** | Yes □ | No □ | |
| **Further Evidence *(list of required evidence)*** | | | | |
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| *RPL Assessor Name:* | | | *Date:* | |