



**CATAPULT**

# BSBESB406

Establish operational strategies and procedures for new business ventures

## Table of Contents (Extract)

**NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.**

**This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit BSBESB406.**

**For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:**

**<https://catapultlearning.com.au/product/BSBESB406/>**

# Trainer/assessor guide

## BSBESB406

### Establish operational strategies and procedures for new business ventures

#### Welcome to this unit of study

This unit describes the skills and knowledge required to develop and implement operational strategies and procedures for new businesses.

The unit applies to those establishing a business providing self-employment, as well as those establishing a new venture as part of a larger organisation.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

# Contents

About this trainer/assessor guide .....	4
<b>Learning resource</b> .....	<b>5</b>
Topic 1: Review operational strategies and procedures for business or new business venture .....	5
Developing an operational plan.....	5
Identifying health and safety and environmental risk factors .....	8
Quality assurance processes.....	10
Key performance indicators (KPIs) .....	11
Aligning KPIs to business strategies .....	13
Check your understanding .....	15
Topic 2: Implement developed operational strategies and procedures .....	17
Evaluating business performance and customer satisfaction .....	17
Controlling stock, expenditure or cost, wastage or shrinkage.....	20
Managing staffing requirements .....	25
Legal, ethical, cultural, and technical standards .....	26
Time, cost, and quality specifications.....	28
Quality procedures.....	30
Check your understanding .....	33
Topic 3: Evaluate business performance.....	35
Evaluating and reviewing operational targets.....	35
Reviewing and documenting business performance systems.....	37
Operating problems .....	38
Updating policies and procedures with corrective actions .....	39
Check your understanding .....	41
Topic 4: Review business operations.....	43
Reviewing business operations.....	43
Digital technologies .....	45
New business opportunities.....	47
Check your understanding .....	49
Topic 5: Additional learning .....	51
Legislation.....	51
Health and safety responsibilities .....	55
Risk management .....	57
Technical and specialist skills .....	60
References.....	61
<b>Assessment workbook</b> .....	<b>63</b>
Unit information.....	65
What is competency-based assessment?.....	66
How will my competency be assessed?.....	67
Assessment agreement.....	68
Foundation skills checklist.....	69

<b>Skills recognition</b> .....	<b>70</b>
Topic 1: Review operational strategies and procedures for business or new business venture .....	71
Topic 2: Implement developed operational strategies and procedures .....	72
Topic 3: Evaluate business performance.....	73
Topic 4: Review business operations .....	74
<b>Knowledge questions</b> .....	<b>75</b>
Topic 1: Review operational strategies and procedures for business or new business venture .....	76
Topic 2: Implement developed operational strategies and procedures .....	81
Topic 3: Evaluate business performance.....	89
Topic 4: Review business operations.....	93
Topic 5: Specific knowledge evidence.....	96
<b>Performance tasks</b> .....	<b>100</b>
Third party evidence collection agreement .....	101
Topic 1: Review operational strategies and procedures for business or new business venture .....	102
Topic 2: Implement developed operational strategies and procedures .....	104
Topic 3: Evaluate business performance.....	106
Topic 4: Review business operations .....	108
<b>Completion record</b> .....	<b>110</b>
<b>Unit mapping</b> .....	<b>111</b>
<b>Trainer/ assessor user instructions</b> .....	<b>114</b>

# About this trainer/assessor guide

---

## Learning resource

---

The learning resource is divided into the following topics:

- » Review operational strategies and procedures for business or new business venture
- » Implement developed operational strategies and procedures
- » Evaluate business performance
- » Review business operations
- » Additional learning

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

---

## Assessment workbook

---

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

---

## Disclaimer

---

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.

---