



CATAPULT

BSBOPS503

Develop administrative systems

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 BSBOPS503.

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/BSBOPS503/>

Trainer/assessor guide

BSBOPS503

Develop administrative systems

Welcome to this unit of study

This unit describes the skills and knowledge required to plan for or review the requirements of administrative systems and procedures for implementing, monitoring and reviewing the system.

The unit applies to individuals employed in a range of work environments in senior administrative roles.

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
Learning resource	5
Topic 1: Plan administrative system	5
Identify system requirements	5
Consult stakeholders and verify requirements	7
Obtain quotations.....	9
Select a supplier	10
Check your understanding	11
Topic 2: Implement administrative system.....	13
Develop implementation strategies	13
Implement system	16
Support staff and provide training	18
Manage contingencies	19
Check your understanding	21
Topic 3: Monitor administrative system	23
Monitor system	23
Modify system to meet changing needs	25
Identify further modifications	26
Check your understanding	27
Topic 4: Additional learning	29
Legislative and organisational policies and procedures for reviewing administrative systems.....	29
Assessment workbook	33
Unit information	35
What is competency-based assessment?.....	36
How will my competency be assessed?.....	37
Assessment agreement	38
Foundation skills checklist.....	39
Skills recognition	40
Topic 1: Plan administrative system	41
Topic 2: Implement administrative system.....	42
Topic 3: Monitor administrative system	43
Knowledge questions	44
Topic 1: Plan administrative system	45
Topic 2: Implement administrative system	52
Topic 3: Monitor administrative system	58
Topic 4: Specific knowledge evidence	63
Performance tasks	64
Third party evidence collection agreement	65
Topic 1: Plan administrative system	66
Topic 2: Implement administrative system	68
Topic 3: Monitor administrative system	70

Completion record..... 72
Unit mapping..... 73
Trainer/ assessor user instructions..... 75

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Plan administrative system
- » Implement administrative system
- » Monitor administrative system
- » 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.
