



CATAPULT

BSBSMB420

Evaluate and develop small business operations

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 BSBSMB420.

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/BSBSMB420/>

Trainer/assessor guide

BSBSMB420

Evaluate and develop small business operations

Welcome to this unit of study

This unit describes the skills and knowledge required to evaluate and develop small business operations.

It applies to individuals who operate a small business which stands alone, or that is part of a department within a larger organisation. Individuals in this role use problem-solving skills and take responsibility for developing approaches to evaluating and developing business operations.

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: Review and evaluate operational strategies and procedures	5
Operational planning	5
Minimising risk	8
Quality assurance	13
Performance indicators	15
Optimising business performance	17
Check your understanding	19
Topic 2: Implement operational strategies and procedures	21
Evaluating business performance and customer satisfaction.....	21
Controlling stock, cost, wastage and risks to health and safety	26
Managing staffing requirements	36
Legal, ethical, cultural and technical standards	39
Time, cost and quality requirements	45
Quality procedures.....	46
Check your understanding	49
Topic 3: Evaluate business performance.....	51
Evaluate and review operational targets	51
Review systems and structures.....	53
Updating operational policies and procedures	56
Check your understanding	59
Topic 4: Review business operations.....	61
Reviewing business operations.....	61
Researching new opportunities	64
Check your understanding	69
References.....	71
Assessment workbook	73
Unit information	75
What is competency-based assessment?.....	76
How will my competency be assessed?.....	77
Assessment agreement	78
Foundation skills checklist.....	79
Skills recognition.....	80
Topic 1: Review and evaluate operational strategies and procedures	81
Topic 2: Implement operational strategies and procedures	82
Topic 3: Evaluate business performance.....	83
Topic 4: Review business operations	84

Knowledge questions	85
Topic 1: Review and evaluate operational strategies and procedures.....	86
Topic 2: Implement operational strategies and procedures	91
Topic 3: Evaluate business performance.....	100
Topic 4: Review business operations	105
Topic 5: Specific knowledge evidence.....	109
Performance tasks.....	118
Third party evidence collection agreement	119
Topic 1: Review and evaluate operational strategies and procedures.....	120
Topic 2: Implement operational strategies and procedures	125
Topic 3: Evaluate business performance.....	130
Topic 4: Review business operations	133
Completion record.....	136
Unit mapping and assessment checklist	137
Trainer/ assessor user instructions.....	141

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Review and evaluate operational strategies and procedures
- » Implement operational strategies and procedures
- » Evaluate business performance
- » Review business operations

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.