

# BSBADM409A Coordinate Business Resources

This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback.

**Designed for:** This course is suitable for all frontline managers.

**Duration:** 1 day

**Application of the unit:** This unit applies to individuals with a broad knowledge of business resources who contribute well developed skills and knowledge to ensure adequate resources are available to perform the work of the organisation. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

**Elements and performance criteria:**

Element	Performance criteria
Determine resource requirements	<ul style="list-style-type: none"> <li>▪ Determine resource requirements in accordance with business and operational plans, and organisational requirements</li> <li>▪ Provide opportunities to individuals and workgroups to contribute to the identification of resource requirements</li> <li>▪ Ensure resource expenditure is realistic and makes efficient use of available budget resources</li> <li>▪ Present recommendations on resource requirements in the required format, style and structure using relevant business equipment and technology</li> </ul>
Acquire and allocate resources	<ul style="list-style-type: none"> <li>▪ Acquire physical resources and services in accordance with organisational requirements</li> <li>▪ Check resources to ensure quality and quantity, in line with service agreements</li> <li>▪ Allocate resources promptly to enable achievement of workgroup objectives</li> <li>▪ Ensure consultation with individuals and teams on allocation of resources is participative and is conducted using appropriate interpersonal skills</li> </ul>
Monitor and report on resource usage	<ul style="list-style-type: none"> <li>▪ Measure effectiveness of resource planning, and assess against actual costs, identified shortfalls and surpluses</li> <li>▪ Develop and implement methods of monitoring resource use to enable timely and accurate reporting against business and operational plans</li> <li>▪ Identify improvements in resource planning through consultation and feedback, and implement in accordance with organisational requirements</li> <li>▪ Maintain records concerning equipment and resource purchases, in accordance with organisational requirements</li> </ul>



Suite 10 / 11 Beach Street  
Port Melbourne Victoria 3207

+613 9676 9211 T  
+613 9676 2499 F

admin@learningverve.com.au E  
www.learningverve.com.au W

ACN 104 624 919  
ABN 62 104 624 919

