



Operational Planning

National Competency Standard (BSB)
[BSBPMGT402 Implement operational plan](#)
[BSBPMGT517 Manage operational plan](#)



Aim

This course provides instruction in the development, implementation and management of an operational plan.

Audience

The audience for this course is team leaders, supervisors and new emerging managers who have a role in the development, implementation and management of operational plans.

Duration

One day.

Course Outcomes

On completion of this course, participants will be able to:

1. Understand the significance of operational planning and the content of an operational plan
2. Implement an operational plan
3. Implement resource acquisition
4. Monitor operational performance

Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for one of the units of competency outlined above (additional fee applies – please enquire when you book). Participants who choose not to be assessed will receive a Certificate of Attendance. Exercises completed during the course will be used as evidence towards competency.

Course Content

Implement operational plan

- Collate, analyse and organise details of resource requirements in consultation with relevant personnel, colleagues and specialist resource managers
- Implement operational plans to contribute to the achievement of organisation's performance/business plan
- Identify and use key performance indicators (KPIs) to monitor operational performance
- Manage contingencies by adjusting the implementation of the operational plan in consultation with others
- Provide assistance in the development and presentation of proposals for resource requirements in line with operational planning processes

Implement resource acquisition

- Recruit and induct employees within organisation's policies, practices and procedures
- Implement plans for acquisition of physical resources and services within organisation's policies, practices and procedures and in consultation with relevant personnel

Monitor operational performance

- Monitor performance systems and processes to assess progress in achieving profit/productivity plans and targets
- Analyse and use budget and actual financial information to monitor profit/productivity performance
- Identify unsatisfactory performance and take prompt action to rectify the situation according to organisational policies
- Provide mentoring, coaching and supervision to support individuals and teams to use resources effectively, economically and safely
- Present recommendations for variation to operational plans to the designated persons/groups and gain approval
- Implement systems, procedures and records associated with performance in accordance with organisation's requirements