

Business Services Training

Unit of Competency

**Develop Work Priorities
BSBWOR404A**

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to plan one's own work schedules, to monitor and to obtain feedback on work performance and development. It also addresses the requirement to take responsibility for one's own career planning and professional development.

Employability Skills

This unit contains employability skills.

Application of the Unit

This unit applies to individuals who are required to design their own work schedules and work plans, and to establish priorities for their work. They will typically hold some responsibilities for the work of others and have some autonomy in relation to their own role.

Unit Sector

Management and Leadership – Management

Develop Work Priorities

This book supports BSBWOR404A, Develop Work Priorities in the BSB07 Business Services Training Package.

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1.4 Use business technology to manage tasks

“Business technology is used efficiently and effectively to manage and monitor planning completion and scheduling of tasks.”

Managing and monitoring the completion and scheduling of tasks and plans

Planning and monitoring the progress of any plan are all part of the same work function. You need to know where you are going and how well you are travelling along that path. When driving a car on a planned holiday, checking the amount of fuel used, the number of kilometres travelled and the time taken are all part of the process of getting to your destination as planned.

Exactly the same processes make up the workgroup planning and monitoring process. You need to know how you are travelling. What tasks of the plan have been successfully completed? How much time did they take? What was the cost? Were the resources used efficiently? Were the agreed quality standards met? Answers to these questions tell you either that you are on track or you need to make changes to your plan and communicate those changes with your stakeholders. An effective monitoring system acts as an early sign to indicate the need for modification to the plan before it is too late. An effective monitoring system therefore is an integral part to you and your workgroup achieving your goals and objectives.

Setting up a monitoring process

1. Review your key results areas, the ones that are most critical to you and your workgroup. Where are the areas of risk to your plans? These will be the critical points to set up a monitoring process.
2. Decide what to monitor and ensure that it measures relevant activities.
3. Ensure your system detects variation or compliance between what is done and what is expected.
4. Ensure that you take appropriate and timely action.

Monitoring tools

The most common areas to monitor in organisational plans are:

- expenditure
- the time spent on individual tasks
- the quality of both inputs and outputs
- health and safety issues
- ongoing and/or developing risks.

Expenditure

Either a simple variance chart or graph regularly updated will indicate how the budgeted costs for the tasks that comprise your plan are tracking against what is being spent.

Task/activity	Planned expenditure	Actual expenditure	Variance
1. Design customer survey	\$300	\$400	+ \$100
2. Administer customer survey	\$500	\$550	+\$50
3. Evaluate customer survey	\$100	\$100	
4. Publish survey results	\$1000		
			\$150

Such a chart may lead to two options before you commence the task of publishing the results of the survey – to take steps to reduce the cost of the activity by \$150 or to discuss the possibility of a cost overrun with your manager.

Instead of the chart layout, a graph may show a clearer picture.

Time spent on individual tasks:

Task/activity	Planned duration	Actual duration	Variance
1. Design customer survey	1 day	2 days	+1
2. Administer customer survey	3 days	4 days	+1
3. Evaluate customer survey	2 days	2 days	
4. Publish survey results	5 days		
			+2



Task 34: Monitoring chart

Create a monitoring chart for one of your workgroup plans.

In your workplace, you will always be constrained by the technology, equipment and processes established by previous managers. The changing nature of business and technology and its applications suggest that only in the rarest circumstance does business technology meet all the requirements of either a growing business or a complex organisation. Yet matching technology to the needs and demands of internal and external clients is the key to operational effectiveness.

The range of technology available to managers to assist them to manage tasks is ever-expanding and improving. In broad terms they can include:

- computers
- scanners
- computer applications
- email and Internet/intranet/extranet
- facsimile machines
- modems
- personal schedules
- photocopiers
- printers
- digital voice recorders
- coding and counting systems
- video recorders
- electronic diaries
- alarm systems.



Task 35: Identify business technology

Identify what business technology is available to you to manage and monitor the completion and scheduling of your tasks. Be specific in identifying the technology and describe for what purpose and how the technology is used.

Technology used to manage and monitor plans and tasks

Specific technology used	Purpose and how used



Task 36: Technology effectiveness

In your view, is the technology effective and appropriate for the task?



Task 37: Technology recommendations

What recommendations would you make to improve the technology you use so that your plans could be more effectively monitored?



Task 38: Technology examples

Attach examples of the technology you use at work to plan completion and scheduling of at least two plans or tasks. For example, you may print a screen from MS Outlook Calendar showing a schedule of tasks to accomplish

Plan	Technology used to complete or schedule