
Overview

This standard is about preparing, co-ordinating, implementing and monitoring operational plans in line with organisational policies and procedures and legal requirements. It includes identifying risks and contingencies, making sure that the best use is made of resources and that actions are co-ordinated in line with the plan. It is for administrators who have responsibility for preparing, co-ordinating and monitoring operational plans.

**Performance
criteria**

- You must be able to:*
- P1 prepare plans to co-ordinate relevant operations
 - P2 prioritise and agree required outcomes
 - P3 identify risks and contingencies
 - P4 specify the actions and resources needed to achieve agreed outcomes
 - P5 define a schedule for achieving outcomes
 - P6 make sure plans are in line with organisational priorities, objectives and constraints
 - P7 provide clear and relevant information to all who need it
 - P8 negotiate and agree changes to plans when necessary
 - P9 review and update plans to show changes in the working environment or objectives
 - P10 negotiate roles and responsibilities for implementing operational plans
 - P11 check that relevant people understand their roles and responsibilities within the operational plans
 - P12 negotiate work methods and activities to deliver operational plans
 - P13 make sure best use is made of available resources
 - P14 make sure the implementation of plans is in line with organisational policies and procedures and legal requirements
 - P15 communicate changes in plans which affect work methods and activities promptly and accurately to those affected
 - P16 obtain sufficient, valid and relevant information to monitor operations against plans
 - P17 make sure operations are co-ordinated as planned
 - P18 negotiate prompt and corrective actions if operations are not in line with plans
 - P19 identify opportunities to improve operations and introduce improvements appropriately

Knowledge and understanding

You need to know and understand:

- K1 the purpose of having limits of authority when preparing and co-ordinating operational plans
- K2 who to negotiate and agree plans with
- K3 the organisation's relevant priorities, objectives and constraints
- K4 how to identify risks and contingencies when planning operations
- K5 the purpose of negotiating and agreeing operational plans, and how to do so
- K6 the benefits of clear communication when planning and co-ordinating operations
- K7 the possible effect of legal and regulatory requirements on operational plans
- K8 the effect on operational plans of organisational policies and procedures related to work methods and activities
- K9 the range of planning techniques and tools available
- K10 how to identify and prioritise outcomes for operational plans
- K11 how to identify the actions and resources needed to achieve the agreed outcomes of operational plans
- K12 how to identify and negotiate roles and responsibilities when implementing operational plans
- K13 the range of work methods and activities available to deliver operational outcomes
- K14 how to obtain valid and relevant information to monitor operations accurately
- K15 the benefits of continuously seeking opportunities for improvements

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Prepare, co-ordinate and monitor operational plans

Additional Information

Skills

1. analysing
2. checking
3. communicating
4. monitoring
5. negotiating
6. planning
7. prioritising
8. reviewing

Links to other NOS Business Support Services; Work Responsibilities

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