

1.1 Determine resource requirements

“Determine resource requirements in accordance with business and operational plans, and organisational requirements”

What are resources?

A **business resource** can be defined as anything that an organisation needs to ensure its effective operation and achieve its goals. These resources can be everyday usage items (e.g. stationery, motor vehicles, inventory, employee time and skills) or those needed to achieve a specific project (e.g. specialist software or equipment).

Purpose of resources

With advances in technology occurring daily, organisations are continually changing. The office of tomorrow will be very different to what we see today. However, some things will not alter regardless of the level of technology. Customers (both internal and external) will always expect their needs to be met consistently and without delay by an organisation that boasts an ever-efficient office and resource allocation system. This can only be assured if the organisation implements and maintains resource allocation systems and communication processes that are effective and current.

Components of resources allocation system

Resources allocation systems are made up of various components which collectively achieve the desired goals of the organisation:

- human resources (operators, supervisors, technicians)
- physical resources (equipment, data, environment, consumables)
- processes (tasks, workflow)
- intangibles (time, skill levels).

The types of business resources necessary to effectively operate an organisation will include a basic range that is uniform across most organisations. The variations will occur in the actual content, design and operation of these systems. These include:

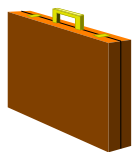
- communications (telephone, fax, email)
- equipment (computers, photocopier, binder, shredder, plant and equipment)
- work and storage space (inventory stores, office space)
- financial (wages, loan funding)
- purchasing (stock, consumables, amenities)
- employment (temporary staff, recruitment, staff training).

In deciding the types of resources required by a particular organisation, it is necessary to consider the following:

- type of business (professional, manufacturing, service, sales)
- intended users of resources (cultural background, education level)
- size of the business (sole trader, single site, interstate, international)
- geographical location (major city, regional area)
- scope of operations (local, international).

The final system will be determined by the individual organisation and its goals and objectives and, in all cases, should be an effective tool that ensures the effective allocation of resources and achieves the outcomes required.

The process of co-ordinating the allocation of resources is not a new one. We all perform such tasks every day as part of our normal lifestyle. Consider the following case study based on today's lifestyle. You might personally identify with the scenario!

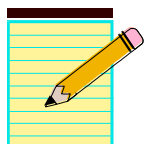


Case Study

Your child takes part in team sports and it is your turn to ensure that the team's uniforms are laundered ready for use at next weekend's game. To achieve this goal, you need to prepare a plan of action. In summary, you need to identify what you need to achieve, what resources you need to do this, how you will locate and fund these resources, what possible problems might arise and how you will solve them.

Initially, this plan can be represented as follows:

What needs to be done?	Why it needs to be done	Timeframe	How it will be done	Who will do it
Dirty uniforms cleaned	Team needs clean uniforms for next game	Next weekend	Uniforms to be washed and dried	You!



Learning activity 1

You are employed by HiTech Electronics. In your role as administration officer, you have been allocated the task of replacing the current photocopier which no longer meets the needs of the office staff. The quality of copies is poor, the output rate is too slow, and it lacks features such as double-sided and colour printing. You need to prepare an initial plan of action to assist you in this task. You will add to this plan as we progress through these studies.

What needs to be done?	Why it needs to be done	Timeframe	How it will be done	Who will do it

Compliance with legislation

You might ask how legislation could affect an organisation's resources or how they are allocated. Resources must take into account issues arising from legislation such as Equal Employment Opportunity (EEO), Privacy Act, Anti-discrimination and Occupational Health and Safety (OH&S). You should familiarise yourself with the current features of each of these pieces of legislation to ensure compliance.



Learning activity 2

Use the Internet to find current information on the areas of legislation mentioned above. List the relevant sites below.

Make some notes relevant to resource allocation for each one and add these to your portfolio. Discuss with your supervisor some of your findings and how they might apply in your workplace.

Relevant legislation	Site address
OH&S	
EEO	
Anti-discrimination	
Privacy	

Let's look at a couple of these areas of legislation and how they relate to resource allocation.

Consider OH&S. Many factors can be clearly identified as part of the resources system, such as working conditions (ergonomic furniture, lighting) and the need for protective clothing (sun protection, safety boots and goggles). In these instances, specific resources need to be provided and their use monitored.

In relation to Anti-discrimination, relativity to resources may not seem so clear. Consider the impact of hours of work on some ethnic groups who need to take breaks at specific times to fulfil religious beliefs. This will mean allocating duties to make this possible. Another example would be considering employees with family commitments when planning schedules for overtime and holidays. Take care to ensure that all employees have the chance to take leave during school holiday periods, not just those employees who have school-aged children. Make sure that, by taking special care not to discriminate against employees with family commitments, you don't disadvantage those who don't! You should talk to the person responsible for the allocation of working hours within your organisation and find out how a good working balance is achieved and maintained.

Business Services Training

Unit of Competency

BSBADM409A Coordinate business resources

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to determine and analyse existing and required resources, their effective application and the accountability for their use.

Employability Skills

This unit contains employability skills.

Pre-requisite Units

Nil

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.

Coordinate business resources

This book supports BSBADM409A, Coordinate business resources in the Business Services Training Package.

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Author: Lyn Graham

Editor: Sandra Griffith

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Head office – Sydney
Unit 10, 171 Gibbes Street
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Phone: (02) 9882 1000
Fax (02) 9882 1800

Australia Toll Free Numbers

Phone: 1 800 146 542
Fax: 1 800 146 539

Web address

www.softwarepublications.com.au

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