

Learners Guide (2 pages per hour of teaching) – 15 hours of teaching

Introduction

Welcome to the Learner Guide for BSBOPS301 Maintain business resources. This learners guide will show you how to determine, administer and maintain resources and equipment to complete workplace tasks expected of you in the workplace. It will cover all learning topics to complete the assessment tasks (at the end of the workbook) and be based on a business that sells fertiliser for growing hydroponic fruit and vegetables.

Learning Objectives for this course

- What are business resources?
- Calculate business resource needs
- Determine future business requirements
- Conduct research to provide resource advice
- Conduct a cost-benefit analysis
- Purchase and receive business resources
- Store resources that have arrived and discuss with work colleagues
- Review business resources ordering process
- Keeping track of business resources

What are business resources?

A business resource is something you use to ensure the activities of the business are carried out properly. Business resources are divided into 3 main parts:

- Human resources – These are the staff members within the business, they are the owner, supervisors, managers and front line staff. They play a role in doing things like serving customers, taking orders, carrying out administration tasks such as processing orders.
- Financial resources – This is the business' ability to borrow money (debt) or generate revenue (income)
- Physical resources – The items you touch, use, move around and store. Also called assets, they are the items that the learning guide (and course) will focus on. The table below illustrates physical resources that are used to carry out the business activities on a day to day basis.

managers of the business to allocate business resources to various departments and people. A budget may need to be reviewed for the following reasons;

- Rise in prices of business resources to be acquired
- Changes in shipping costs
- End of month/quarter/year
- Change of business strategy
- New products/service introduced

Video to watch >> Cost Estimation and Budgeting Introduction >> Source:
<https://www.youtube.com/watch?v=LBZextjgU3U>

Purchasing Budget Example (For April 2022)

Products (Business Resource)	Price per item	How many	Total price
Fertiliser – Calcium Nitrate	\$30 for 25kg	3	\$90
Fertiliser – Potassium Sulphate	\$43 for 20kg	2	\$86
Fertiliser – Magnesium Sulphate	\$27 for 25kg	5	\$135
Plastic packaging	20m for \$87	1	\$87
Paper	\$12 (1000 sheets)	4	\$48

Activity 1

Look at the purchasing budget provided above. How often does the budget need to be reviewed?

What staff members are to be involved in reviewing the budget?

What happens if you go over budget? For example, Calcium Nitrate has risen 25% from \$30 to \$37.50?

Plans

What is a plan?

A plan is a course of action that the business will take in reaching its goals. There are business plans (an overall plan for how the business will succeed in the future) and operational plans (how the business will carry out its everyday tasks). When setting goals in such a plan, the SMART acronym is normally used. These make the goals clear and detailed so everyone understands what is required.

S – Specific

M – Measurable

An estimate is a prediction or projection of an amount based on yours and other work colleagues' experience based on the internal and external business environment. Have a look [here](https://www.youtube.com/watch?v=B6KCK7xoVBQ) on a detailed explanation of what the internal and external business environments are. Source: <https://www.youtube.com/watch?v=B6KCK7xoVBQ>

Internal business environment factors can include;

- Amount of staff in the business and their skillset
- Prices paid for business resources from suppliers
- Previous budgets used
- Amount of stock left
- Breakdowns in equipment
- Supplier issues
- Staff sickness

External business environment factors can include;

- Weather
- Competitors product offerings
- Competitors prices
- Season
- Supplier prices
- Supplier lead times
- Economic conditions
- Supplier terms and conditions of payment

Use this information to complete Step 2 of your assessment tool.

Activity 4: You are to fill in the table from Activity 2 with five new rows. Please complete the following: Example in *italics*.

How much is used every month

Internal and External environment considerations.

Usage over the next 3 months

- Estimated cost per month

	Resource 1	Resource 2	Resource 3
Description			
Cost			
How much is used every month?	<i>120 kg</i>		

Activity 5: Watch this video on the 7 Cs of communication and then read the following Purchasing Procedure found here (<https://www.erawa.com.au/cproot/20981/2/Final-Plan-Attachment-8.10-Purchasing-Procedure-Public-.pdf>) Comment on what procedures you would use for the following;

- preparing purchase orders
- purchasing computer hardware
- approving vendors

Finding suppliers for business resources

Read this article by Business Queensland on how to choose suppliers for your business resources. Source: <https://www.business.qld.gov.au/starting-business/planning/suppliers/finding-suppliers/choosing>

Activity 6: For your three identified business resources you are to provide details on who the suppliers are.

Fill in the template below to illustrate who you contacted and spoke/emailed and what details the supplier gave you. This template will be used on your assessment tool (Step 4).

Business Resource Name:

Supplier Details:

Business name:

Address:

Phone number:

Website (if available):

Business resources supplied:

Price of resource and quantity supplied:

Shipping cost to business:

Payment terms and conditions:

Review by others on business resource chosen:

Comments by supplier during phone call:

Benefits

- Staff reduction
- Better throughput
- Meets management goals and objectives
- Response time
- Productivity improvement
- Feedback from others
- Supplier terms and conditions
- Resource availability (possible shortages)

When you have finished this refer to Step 5 of your assessment tool. Fill in the table as seen below and add any rows that you considered and used from the activity (Activity 7).

Business Resource chosen (Insert here)	Supplier 1	Supplier 2	Supplier 3
Cost			
Price of resource			
Quantity obtained			
Supply costs			
Operating costs			
Training costs			
Additional cost #1			
Additional cost #2			
Additional cost #3			
Benefit			
Feedback from others			

- Delivery times
- Terms of payment
- Product training

Activity 8: Write an e-mail or telephone script

You are to contact several suppliers and choose three that you are going to use for your business resource acquisition. You are to write an e-mail or telephone script that contains the following information;

- Introduction to who you are and when you last spoke/wrote to the supplier,
- Your business name,
- The business resources you are wanting,
- Quantity of business resources required and frequency,
- How you will pay,
- Expected delivery, delivery time and days available.

Note: Complete Step 6 of your assessment tool

Order and store resources

Your business should have a business resource acquisition policy and a procurement procedure document. These documents set out what to do when ordering business resources and guidelines to follow.

Activity 9: Review the two documents described and explain the process for ordering business resources and the conditions that apply. How could the policies and processes apply to your chosen business?

Note: Complete Question 2 of the knowledge assessment tool

The ordering process

The ordering process works by following the four steps:

- Shipping the order from the supplier to the business (us). A tracking number maybe produced if a third party is used (such as a freight business), or if the business itself has a truck, they will communicate with you when the order will arrive.

Step 3

- Receiving and checking the business resources

The supplier will deliver the business resources, usually accompanied by a shipping/delivery docket. The delivery will need to be checked against the docket to ensure the stock delivery is the correct quantity and specifications. The business resources that are delivered need to be “signed for”. This is a person who receives the goods stating that they are of “merchantable” (acceptable) quality and are fit for purpose (they can be used for the reason that they were purchased for).

Step 4

- Storing the business resources

Once business resources are received, checked and accepted, they will need to be stored. You must make sure that you comply with the business’ procedures for storing business resources. For example:

- Does it need to be locked up securely? If so, where? What location? For how long?
- Does it need to be refrigerated or have some other special storage requirements? Such as a dry environment, without light, or kept at a specified temperature?
- What work colleagues will you tell that the business resources have arrived?
- Does it need to be stored in a special way because they are hazardous or pose a danger to others?

Note: Complete Question 3 of the knowledge assessment tool and Step 8 of the assessment tool

Laws that apply to maintaining business resources.

Explain how you are going to store the business resources correctly. What things will you consider when the business resources arrive and it ready to be stored. What will you do if the business resource is too heavy? Who will you contact for help?

Monitor and compare resource usage against estimated targets

The final stage of maintaining business resources is monitoring resource usage. Early on in the learning program, you have specified the what business resources you would acquire and how much is used over a period of time. This helps establish costs and to determine how busy your business will be in terms of production. Think about Activity 4 earlier on when you created a spreadsheet of your business resources costs and what was involved in doing so.

Activity 11: Create a spreadsheet and line graph to monitor resource usage.

Over a period of six months, create an analysis that shows the amount of business resource used compared to your estimated usage, showing both the data (amounts used) and a line graph showing peaks and troughs. You may use the table below to enter your data into the spreadsheet. Note: Complete Step 9 in your assessment tool.

End of Month	Business Resource 1		Business Resource 2		Business Resource 3	
	Estimated	Actual	Estimated	Actual	Estimated	Actual
May						
June						
July						
August						
September						