

# **Unit 4: Operational and Human Resource Planning and Management**

**Unit reference number:** R/506/4479

**Level 4:** BTEC Professional

**Credit value:** 7

**Guided learning hours:** 23

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## **Unit aim**

This unit provides the learner with an understanding of the principles and practice of operational planning and physical resource management in organisations. The unit also provides an introduction to health and safety requirements when managing work activities in organisations.

## **Unit introduction**

Excellence in operations management can provide the crucial competitive advantage in an increasingly competitive world. An example of this is the way low cost airlines have re-designed the traditional operations to enable cost cutting and thereby increase the size of the market for flights.

Wherever you work, your organisation will undertake operations, whether this is making products or providing a service or a combination of both. All organisations need to employ the right number of people with the right skills and make plans in order to ensure that they achieve their objectives and work is completed effectively and efficiently.

In this unit you will learn the principles of operational planning and how to use some of the common tools and techniques. You will consider ways of managing physical resources and how to undertake workforce planning and talent management.

Health and safety is crucially important when planning operations and in this unit you will learn about the legal principles and how these are applied within an organisation through the use of health and safety policies and procedures and risk assessments.

## Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

### On completion of this unit a learner should:

Learning outcomes	Assessment criteria
<p>1 Understand the principles and practice of operational planning in organisations</p>	<p>1.1 Assess the need for operational planning for different types of operations</p> <p>1.2 Discuss the process of developing an operational plan for an organisation</p> <p>1.3 Evaluate the use of different planning tools and techniques in the operational planning for an organisation</p> <p>1.4 Assess the usefulness of different decision making techniques for operational planning decisions</p> <p>1.5 Explain the purpose of risk analyses and risk management in operational planning</p> <p>1.6 Assess how the interdependencies in work activities impact on operational planning and implementation</p>
<p>2 Understand the principles and practices of physical resource management and workforce planning</p>	<p>2.1 Analyse the principles underpinning the management of physical resources</p> <p>2.2 Explain methods of analysing the physical resource needs of an organisation</p> <p>2.3 Analyse the potential impact of physical resource use on the environment and the actions that can be taken to minimise adverse effects</p> <p>2.4 Analyse the factors to be considered in evaluating the quality and effectiveness of physical resources</p> <p>2.5 Evaluate the use of different workforce planning models and approaches in determining the human resource requirements of an organisation</p> <p>2.6 Analyse approaches to the identification and development of talent in different organisations</p>

<b>Learning outcomes</b>	<b>Assessment criteria</b>
<p>3 Understand health and safety requirements in managing work activities in organisations</p>	<p>3.1 Assess the impact of health and safety legislation on carrying out work activities in an organisation</p> <p>3.2 Explain the purpose and benefits of carrying out a risk assessment when managing work activities</p> <p>3.3 Assess the need to regularly review organisational health and safety policies and procedures</p>