

BCP 6.0

Business continuity unit – Developing a human transmissible disease management plan - Level 6

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Project Description

The aim of this project was to develop an accredited training skill set, in consultation with MINTRAC, with a focus on Certificate III and advanced diploma training packages under a continuity planning framework. An important component in this phase was the development of plant protocols with a StepIN process, driven by plant leaders that are written as a protocol by the participant. This process included joint learning outcomes for both advanced Diploma and Certificate III participants within a business continuity learning outcome.

The project team provided real-world case studies based on COVID-19 and Response Group provided the online framework that allows plants to effectively build their own continuity plan. The blended learning framework for the two subjects required significant development of visual resources to assist in the development and implementation of the plans at a plant level. To achieve this the project team developed state-of-the-art learning resources, to assist plants not only to understand business continuity planning but also to utilise an online learning framework to develop the continuity plans at an organisational level and a framework to implement the plans within the organisation.

The project included the development of online courses for each unit of competency, which included the designing of the blended learning program structure. Essential for the delivery of the project was the utilisation of instructional designers to enhance the learning experience through their understanding of the audience within the meat processing industry, this then led to the development of the storyboarding for each unit of competency. The last stage of the project was a three phase development: firstly the building of the course through Canvas Learning management system (LMS). Secondly the construction of the online assets including graphics, videos and assessments and lastly the testing of these units of competency with selected plants.

Project Content

Over the last few years meat processing plants across Australia have suffered a number of significant events that have interrupted operations. These events include COVID-19, bushfires, floods, attacks by foreign cyber hackers on digital systems and events creating shortfalls in stock. Most plants were ill-prepared for these events and systems were not in place to minimise the effects.

The implementation of programs such as business continuity planning requires plant employee training and support for the individual staff member to develop a plan for the plant. In addition, it is important that an implementation plan be developed to ensure the risks identified within the plan are implemented within the business. The digital platform provides a framework for the training of a small number of people across many meat processing facilities. The development of this platform allows plants to easily adapt the program to meet the needs of their individual plants. Following the development of the continuity plan at the advanced diploma level the implementation of this plan will be developed as part of the Certificate III program.

The units of competency developed focus on business continuity planning (BCP) and provide case studies that centre on human transmissible diseases. Respond Global has provided specialist advice to inform these learning materials. This information not only focuses on COVID-19 but also on potential future human transmissible diseases. The delivery of these units under a blended learning framework through an LMS is intended to meet the needs of the individual participants who represent multiple companies from a wide range of locations.

Project Outcome

The advanced diploma unit is a blended course that provides a number of opportunities to engage with peers and facilitators through online discussions. The two options available for an RTO to deliver the course are facilitator led or facilitator supported. As this is a level VI course it is best to be delivered as a facilitator led program. Facilitator led programmes have a high level of engagement where the participant is given significant support in the completion of the learning.



In facilitator supported courses there is a lower level of engagement between facilitators and course participants. Thus, there is a greater level of supported online learning. Each learning resource is designed to engage the participants and enhance their learning outcomes. High levels of graphic content are used to help participants understand the course outcomes.

The course has been developed to a high standard that is in line with industry best practice and was well received by the reference group. The redirection of the initial COVID-19 focus to allow for a broader perspective on business continuity has allowed the assessment of a wider range of risks and thus, is likely to be more impactful to the future operation of meat processors.

Benefit for Industry

Business continuity planning was highlighted as a significant issue for the Australian meat processing industry at the start of the COVID-19 outbreak. In addition to this event numerous other events have occurred including bushfires, floods and cyber-attacks on Australian businesses. In response to these events, AMPC saw a need to provide a framework that will allow businesses not only to understand business continuity but to analyse, develop and implement a plan at a business level to manage risk.

The focus of the initial project was broadened to support plants to develop and implement a BCP that manages any risks that pose a significant threat to the business with the initial focus being on Human Transmissible Diseases as this was a pressing need. The two courses have been completed and following feedback from the reference group are now ready for trialling through in plant testing and online delivery. As most of the material is housed on the e-learning platform (Canvas) links have been provided below as examples of the work that was completed as part of this project.

Useful resources

The following links have been created for the business lead to overview the courses as a student. Other logons can be provided upon request. The links are (login permission is required):

- Advanced Diploma - Developing a Business Continuity Plan - [AMPC - ADV DIP \(FINAL\) by Optivly Projects - Flipsnack](#)
- Certificate III - Implement a Business Continuity Plan - [\(PILOT COURSE-AMPC\) Implement a Business Continuity Plan \(instructure.com\)](#)

A significant component of the work is contained in the participant guides that are available to individual participants through Canvas. Links to the online books are attached below:

- Advanced Diploma - <https://www.flipsnack.com/8ED66888B7A/ampc-dip-adv.html>
- Certificate III - [AMPC - CERT III by Optivly Projects - Flipsnack](#)