# WILL YOUR ORGANISATION WEATHER THE STORM?

**interlink**
technology services pty ltd

# What is
# Enterprise Risk Management (ERM)



## Enterprise Risk Management (ERM)

The process of identifying potential threats and opportunities that may impact an organisation, and preparing for them.

ERM is an emerging professional discipline being embraced by progressive organisations as an essential management function requiring a whole of business approach. IRM benefits all organisations, regardless of size, as a robust IRM culture brings value and strengthened business resilience.

Organisations that apply an integrated approach within their business structure enjoy stability, security and peace of mind. IRM allows businesses to react quickly and appropriately to challenges, and the process of Risk Identification also places organisations in a stronger position to identify opportunity and enhance returns.

# What is
# Integrated Risk Management (IRM)?

## Integrated Risk Management (IRM)

**IRM** takes place when ERM is fully integrated at all levels and functions within an organisation.

**Threats to critical aspects of the organisation may include:**

- Natural Disasters,
- Supplier Failure,
- Distressed Financial Markets, Damage to Property,
- Political Instability, the Rising Price of Energy,
- Fluctuating Exchange Rates,
- Failed Technology,
- Poor Customer Satisfaction,
- Cyber Attack,
- Data Loss,
- Product Failure,
- Pressure from Competition,
- Loss of Reputation, and much more.

# We are dedicated to the provision of quality support to our clients.

Interlink Technology Services RTO: 31926 is pleased to offer the 10121NAT Certificate IV in Integrated Risk Management, which has been developed in consultation with industry leaders.

This vocational qualification is nationally accredited and is the only Integrated Risk Management qualification currently available at this level within Australia.

## 1 Who should attend?

The 10121NAT Certificate IV in Integrated Risk Management is designed to introduce candidates the fundamentals of Risk Management. The course is ideal for staff members who support or apply Risk Management in a functional role within their organisation. Practical hands-on training is delivered utilising a range of tools within the training workshops.

## 2 Is course delivery flexible?

Flexibility is a key component of the program, with candidates having the option to attend the course either in a face to face mode over several 2 day blocks of time or a series of sessions using an online platform for delivery or a combination of approaches. The delivery mode will depnd on the learners perefered approach.

## 3 How are candidates assessed?

Candidates are required to complete a series of assignments, and are also assessed via observation, participation and their application to evidence gathering.

## 4 How is the course run?

This course has been created using the framework of the AS/NZS/ISO 31000:2018 Risk Management Standard, and offers practical, workplace related training modules, where candidates have the opportunity to tailor their assignments to real work situations. Training may be delivered within a candidate's workplace in a workshop style, for groups of eight to twelve.

## 5 What will candidates be able to do on course completion?

This training approach enables candidates to develop and apply practical risk management tools and techniques within their workplace. Candidates receive a national qualification on course completion, and will be able to successfully identify key threats and opportunities to their organisation, develop mitigation strategies and create effective management plans.

# Course Outline

## The 10911NAT Certificate IV in Integrated Risk Management is comprised of seven units of competence

**1 NAT10911001**
**Engage with risk stakeholders**

- Identify and engage with risk stakeholders
- Draft the communication and consultation plan
- Implement and review the risk communication and consultation plan
- Review the risk communication and consultation plan

**2 NAT10911002**
**Establish risk environment**

- Create the risk management plan format
- Define the scope
- Define the external and internal contexts
- Create the risk criteria
- Classify risks

**3 NAT10911003**
**Conduct risk assessment**

- Record identified risks
- Conduct risk analysis
- Apply risk evaluation criteria
- Finalise risk register

**4 NAT10911004**
**Develop risk treatment plans**

- Develop risk treatment options
- Determine the level of residual risk
- Finalise the risk treatment plan
- Finalise risk management plan

**5 NAT10911005**
**Monitor and review risk**

- Monitor & review risk management plan
- Monitor & review risk management process

**6 NAT10911006**
**Develop crisis management plan**

- Support crisis planning
- Finalise crisis management plan
- Test crisis management plan

**7 NAT10911007**
**Apply risk management software**

- Prepare software for use
- Use software to follow the risk management process steps
- Secure software legal and contractural requirements

# Case Study :
# Company X *vs.*
# Company Y

**Company X and Company Y** are two large, competing firms based in Brisbane. Each business employs more than 50 staff full time and use an extensive number of sub contractors to deliver outcomes to their customers.

**Company X** has spent time and resources embedding a risk management culture by employing a Risk Officer to work closely with all staff to fully integrate risk management practices across all areas of business. Some of the original identified business risks (threats) included poor service quality, disruption to  their supply chain, and data loss.

**Company Y** had no formal risk management process in place. They were prepared to rely on their reputation, good customer relationship management and can do approach by all of their team. After a recent natural disaster event both businesses suffered major disruptions to their supply chains.

**Company Y** recovered to a limited degree but was unable to meet their extensive list of customer expectations. The result was a loss of customer confidence in the company's ability to deliver.

In contrast **Company X**'s fully integrated risk management system ensured that recovery to near pre disaster levels within 48 hours was achieved by using prearranged alternate sources of supply. They capitalised on this achievement and were able to win back a number of key contracts and former clients from **Company X.**
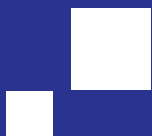
Interlink Technology are a dynamic group of training and consultancy companies, who specialise in the provision of practical professional development programs, whichare tailored to the needs of individual workplaces.

Our facilitators have significant commercial experience and are in tune with the constantly changing demands of today's sophisticated business environment.

Our facilitators are well respected advocates of the risk profession, and dedicated to the provision of quality support to our clients. Inspiring case studies, practical exercises and applied learning techniques are used throughout the course. Learning and retention is enhanced through the provision of highly visual training methods and a continuous review process.

The knowledge and skills gained from this course apply across all business sectors.

Interlink Technology Services (RTO: 31926) are proud to facilitate the following Nationally Recognised Qualifications:

10911NAT – Certificate IV in Integrated Risk Management
10941NAT – Diploma of Integrated Risk Management
10942NAT – Diploma of Consultancy

BSB40920 – Certificate IV in Project Management Practice
BSB50820 – Diploma of Project Management *

BSB60720 – Advanced Diploma of Program Management
10924NAT – Certificate IV in Project Controls Practices

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