Australian Government

Assessment Requirements for BSBLDR523 Lead and manage effective workplace relationships

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- implement processes to manage ideas and information on at least two occasions, including:
  - communicating information to support others to achieve work responsibilities
  - facilitating employees' contributions to consultation on work issues
  - providing feedback on the outcomes of consultations
  - resolving issues raised or referring to relevant personnel
- develop and implement processes and systems to manage difficulties on at least two occasions, including:
  - identifying and resolving conflicts and other difficulties according to organisational policies and procedures
  - planning how to address difficulties
  - providing guidance, counselling and support to assist co-workers in resolving their work difficulties.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- systems, policies and procedures that can support the development of effective work relationships
- key aspects of work relationships, including:
  - interpersonal styles
  - communications
  - consultation
  - cultural and social sensitivity
  - networking

- conflict resolution
- legislation relevant to managing effective workplace relationships
- organisational policies and procedures relevant to workplace relationships
- methods to develop processes for:
  - consultation with employees
  - conflict management
  - task issue management.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- legislation, regulations, standards and codes relevant to workplace relationships
- workplace documentation and resources for workplace relationships.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10