Australian Government

BSBLED502 Manage programs that promote personal effectiveness

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to manage programs with a health and wellbeing focus. The unit addresses management of the range of programs that would typically be associated with health and wellbeing such as stress management, smoking cessation, exercise, and Employee Assistance Programs (EAPs).

It applies to individuals who take responsibility for managing staff health and wellbeing programs or activities.

It also has particular relevance for managers of human resources or diversity programs, frontline managers and specialist consultants responsible for promoting a balance between work demands and personal life. It is not assumed the individual will be directly involved in delivering the programs.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Learning and Development

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Research and analyse employee health issues	1.1 Identify and collect information on employee health issues from appropriate internal and external sources 1.2 Review findings and their implications for the organisation and business objectives

ELEMENT	PERFORMANCE CRITERIA
	1.3 Develop options for addressing identified health issues
	1.4 Obtain support from senior managers for preferred option
2. Plan health and wellbeing program	2.1 Develop program scope and objectives in consultation with appropriate industry consultants, colleagues and managers
	2.2 Plan and create administrative structure and resources for program
	2.3 Establish program responsibilities and clearly communicate to all stakeholders
	2.4 Plan communications and marketing strategies in conjunction with stakeholders
	2.5 Establish suitable evaluation methods, develop an overall program management plan and communicate this plan to stakeholders
3. Implement, administer and monitor program	3.1 Prepare policy documents, implement and monitor strategies in conjunction with program team members
	3.2 Provide appropriate support, assistance and mentors to relevant personnel
	3.3 Implement and monitor tracking systems according to program guidelines
	3.4 Reach program milestones within agreed timelines and provide regular progress reports to stakeholders
4. Evaluate program	4.1 Use agreed evaluation methods to assess effectiveness of program at specific stages
	4.2 Communicate information from program evaluation process to stakeholders
	4.3 Incorporate evaluation process and outcomes into continuous improvement strategies, enterprise agreements and future corporate plans

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description

Reading	1.1, 1.2, 2.1-2.5, 3.1, 3.3, 3.4, 4.1-4.3	• Compares and contrasts information and demonstrates an understanding gained from a variety of sources such as marketing and communication plans
Writing	1.1-1.3, 2.1-2.5, 3.1-3.4, 4.1-4.3	• Integrates information from a number of sources and develops content using clear language that supports the purpose and context
Oral Communication	1.1, 1.4, 2.1, 2.3-2.5, 3.1, 3.2, 3.4, 4.1, 4.2	• Applies appropriate strategies to communicate main ideas in a range of contexts, and listening and questioning techniques to confirm understanding
Navigate the world of work	1.2, 2.2, 3.1, 4.3	• Recognises, responds and contributes to organisational procedures and protocols • Understands how own role meshes with others and contributes to broader goals
Interact with others	1.4, 2.1, 2.4, 3.1, 3.2	• Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing direction and taking a leadership role • Recognises importance of building rapport to establish effective working relationships
Get the work done	1.1, 1.3, 2.1-2.5, 3.1, 3.2, 3.3, 3.4, 4.1	• Uses logical processes, and an increasingly intuitive understanding of context, to plan, organise, implement and monitor programs • Systematically gathers and analyses all relevant information and evaluates options to make informed decisions • Evaluates outcomes of decisions to identify opportunities for improvement

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLED502 Manage programs that promote personal effectiveness	BSBLED502A Manage programs that promote personal effectiveness	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

PwC's Skills for Australia