



Australian Government

Assessment Requirements for BSBREL403 Implement international client relationship strategies

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.

Performance Evidence

Evidence of the ability to:

- demonstrate and use culturally appropriate communication styles across a range of clients
- demonstrate client interactions are in line with relationship strategy and contribute to business performance
- complete monitoring performance to make improvements to processes and practices
- demonstrate knowledge of cultural awareness relevant to international clients.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify and overview the knowledge of key provisions of relevant legislation that affects business operations, codes of practice and national standards
- explain cultural awareness relevant to international clients
- describe the application of an organisational client relationship strategy.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the business development – international business field of work and include access to:

- office equipment
- resources
- relevant workplace documents
- feedback from clients.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>