



Australian Government

Assessment Requirements for BSBCMM501 Develop and nurture relationships

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:

- communicate with others in accordance with organisational and legislative requirements
- use business and professional networks to benefit the organisation
- use available communication channels to identify new business relationships
- follow up on opportunities to build and develop ongoing business relationships.

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:

- briefly summarise the relevant legislation, regulations and codes of practice
- explain the relevance of an organisation's social, business or ethical standards to the development of professional relationships
- explain the interpersonal and communication skills needed to build and maintain business relationships
- list and describe communication channels that could be used to find and secure new business relationships
- identify sources of information about relevant associations, conferences and other relationship building opportunities.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced by individuals using interpersonal communication skills in the workplace and include access to:

- organisational policies and procedures

- organisation's social, business and ethical standards
- relevant legislation, regulations and professional codes of practice
- office equipment and resources
- case studies and, where possible, real situations
- interaction with others.

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>