



Australian Government

BSBMGT520 Plan and manage the flexible workforce

Release: 1

BSBMGT520 Plan and manage the flexible workforce

Modification History

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

Application

This unit defines the skills and knowledge required to plan and manage the flexible workforce. It covers planning, recruitment and support for people in a range of work arrangements such as full and part time employees, casual labour, contractors, fixed term, virtual teams, distributed teams, offsite/home workers and volunteers.

It applies to leaders and managers who are responsible establishing and managing flexible workforce arrangements in any industry or community context.

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

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan workforce requirements	1.1 Scope workforce requirements needed to achieve organisational goals 1.2 Specify workforce capability requirements 1.3 Identify mix of labour engagement options within industry and enterprise legislation, regulation and policy 1.4 Plan to resolve issues impacting on flexible workforce covering social, industrial, training and performance
2. Engage flexible workforce	2.1 Implement flexible and innovative work arrangement to meet organisation's needs

ELEMENT	PERFORMANCE CRITERIA
	2.2 Utilise flexible, real-time, virtual and other appropriate team structures to engage workforce 2.3 Facilitate the flexible team with suitable enabling technologies 2.4 Ensure rights, obligations and responsibilities of all parties are clear and understood 2.5 Monitor, review and adjust flexible workforce arrangement for ongoing suitability to work requirements
3. Support flexible workforce	3.1 Apply a consultative approach to address the needs of the flexible workforce 3.2 Provide coaching support as appropriate 3.3 Provide opportunities for flexible workforce to integrate with other aspects of the organisation 3.4 Use risk management methods to prevent discrimination against flexible workforce
4. Align flexible workforce arrangements to organisational requirements	4.1 Embed organisation's innovation and productivity systems and processes into flexible workforce arrangements 4.2 Implement processes to maintain corporate knowledge 4.3 Document and communicate rights and responsibilities regarding intellectual property 4.4 Implement strategies to engender the organisation's culture with the flexible workforce

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, 1.3	Sources, analyses and interprets textual information in the context of organisational strategy and compliance requirements to support workforce planning
Writing	1.2, 4.3	Researches, plans and prepares workplace documentation for relevant stakeholders using organisational formats
Oral	3.1, 4.3	Participates in discussions and communicates information using language and features appropriate to

Communication		audience
Navigate the world of work	1.3, 2.4, 4.3	Recognises, understands and applies legislation, industry standards, individuals' rights and organisational policies and procedures in the conduct of own work and in the context of organisational requirements
Interact with others	3.1, 4.3, 4.4	- Demonstrates high level commitment to and support for a positive workplace culture - Adapts personal communication style to build positive working relationships and to show respect for the opinions, values and particular needs of individuals
Get the work done	1.1, 1.4, 2.1, 2.2, 2.3, 2.5, 3.2, 3.3, 4.1, 4.2, 4.4	- Takes responsibility for planning effective strategies, sequencing and prioritising tasks and own workload to achieve efficient and effective outcomes - Reviews plans and evaluates outcomes to identify opportunities for improvement - Facilitates a climate in which creativity and innovation are accepted as an integral part of achieving outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBMGT520 Plan and manage the flexible workforce	Not applicable	New unit	No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for BSBMGT520 Plan and manage the flexible workforce

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Performance Evidence

Evidence of the ability to work within requirements of relevant legislation, regulation and organisational policy to:

- plan and implement flexible workforce arrangements that support organisational culture, protect intellectual property and corporate knowledge and meet other business needs
- support the flexible workforce including:
 - enabling technologies
 - consultation to identify and address needs
 - strategies to support engagement of flexible workforce
 - coaching as appropriate
 - clear rights, roles and responsibilities
 - resolution of issues
 - prevention of discrimination
 - monitoring and making adjustments to arrangements as needed.

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:

- explain workplace planning methods
- explain how legislation, regulations and policy relate to flexible workforce arrangements
- outline typical challenges in implementing flexible workforce arrangements and possible strategies to address them
- explain how to support flexible workforce including techniques for:
 - resolving issues
 - identifying support needs
 - engaging workforce with other aspects of the organisation, its culture and goals.

Assessment Conditions

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

- relevant legislation and regulations
- workplace documentation, technology and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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