



**Australian Government**

# **BSBMGT624 Develop and implement corporate social responsibility**

**Release: 1**

# BSBMGT624 Develop and implement corporate social responsibility

## Modification History

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

## Application

This unit identifies the skills and knowledge required to consult with stakeholders to develop, implement and evaluate corporate social responsibility policy in an organisation.

It applies to individuals working in senior roles in diverse contexts who have responsibility for ensuring an organisation is positioned to ensure its long-term viability and success.

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. Identify context for corporate social responsibility | <p>1.1 Establish the environment for corporate social responsibility in the enterprise context</p> <p>1.2 Qualify and quantify the drivers for corporate social responsibility</p> <p>1.3 Identify the current and expected benefits to the enterprise from corporate social responsibility</p> <p>1.4 Analyse legislation, regulation, standards and enterprise policy that impacts on corporate social responsibility</p> <p>1.5 Identify opportunities for, and barriers to, socially responsible practices</p> |

| ELEMENT                                                 | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2. Engage stakeholders in setting objectives and policy | 2.1 Identify stakeholders relevant to corporate social responsibility<br>2.2 Determine appropriate forms of engagement for different stakeholder groups<br>2.3 Engage and consult stakeholders to develop corporate social responsibility objectives and policy                                                                                             |
| 3. Implement corporate social responsibility policy     | 3.1 Prepare and distribute clear documentation regarding rights and responsibilities for corporate social responsibility<br>3.2 Provide for effective learning and coaching and other change management strategies<br>3.3 Negotiate with relevant stakeholders to integrate corporate social responsibility into relevant systems, procedures and processes |
| 4. Monitor and evaluate corporate social responsibility | 4.1 Conduct regular reviews of corporate social responsibility integration with relevant persons<br>4.2 Evaluate corporate social responsibility against organisational goals and expected benefits<br>4.3 Identify and recommend improvements to corporate social responsibility policy and practices                                                      |

## 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            | 1.2-1.5, 2.1         | <ul style="list-style-type: none"> <li>Sources, analyses and interprets textual information in the context of complex organisational strategy and compliance requirements</li> </ul> |
| Writing            | 2.2, 3.1, 4.3        | <ul style="list-style-type: none"> <li>Prepares reports and workplace documentation that communicate strategy and related information to suit audience and context</li> </ul>        |
| Oral Communication | 1.5, 2.3, 3.3        | <ul style="list-style-type: none"> <li>Uses specialised vocabulary and features appropriate to context to discuss and confirm requirements</li> </ul>                                |
| Numeracy           | 1.2                  | <ul style="list-style-type: none"> <li>Interprets, analyses and presents numeric/financial information</li> </ul>                                                                    |

|                            |                             |                                                                                                                                                                                                                                                                                              |
|----------------------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Navigate the world of work | 1.4, 4.2, 4.3               | <ul style="list-style-type: none"> <li>Recognises, understands and applies legislation, regulation and organisational policies and procedures relevant to strategy</li> </ul>                                                                                                                |
| Interact with others       | 1.5, 2.3, 3.3               | <ul style="list-style-type: none"> <li>Uses inclusive and collaborative techniques to cooperate and consult with others to identify options to support policy objectives</li> </ul>                                                                                                          |
| Get the work done          | 1.1, 2.1, 2.2, 3.2, 4.1-4.3 | <ul style="list-style-type: none"> <li>Develops plans to implement organisation-wide strategies</li> <li>Monitors processes, evaluates performance against agreed benchmarks and recommends improvements to ensure compliance with organisation, statutory and legal requirements</li> </ul> |

## Unit Mapping Information

| Code and title<br>current version                                  | Code and title<br>previous version | Comments | Equivalence status |
|--------------------------------------------------------------------|------------------------------------|----------|--------------------|
| BSBMGT624<br>Develop and implement corporate social responsibility | 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 BSBMGT624 Develop and implement corporate social responsibility

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## Performance Evidence

Evidence of the ability to:

- identify the context for corporate social responsibility (CSR) including:
  - legislation, regulation, standard and codes of practice
  - organisational objectives, culture and current policies and practices
  - emerging approaches and best practice in CSR
  - organisational goals, drivers and expected benefits
  - opportunities and barriers
  - stakeholders
- consult and communicate effectively with relevant stakeholder to develop corporate social responsibility objectives and policy that align to organisational goals, taking into consideration:
  - human rights practices
  - labour practices
  - environmental practices
  - fair trading practices
  - consumer relations practices
  - community involvement and development practices
- implement CSR policy including:
  - negotiating with stakeholders to integrate CSR practices into policies and procedures
  - change management and communications strategies
  - defined roles and responsibilities
- review and evaluate CSR implementation and performance and recommend improvements to policy and practices as appropriate.

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:

- outline internal and external sources of information relevant to the context for CSR
- outline the potential business benefits of improved CSR practices
- outline which areas of CSR are relevant to the context and the organisation's goals and why
- give examples of socially responsible practices relevant to the enterprise context and industry
- give examples of typical barriers to corporate social responsibility integration and possible solutions
- explain how to maximise engagement in CSR including strategies or techniques for:
  - change management
  - consultation
  - generating ideas and options
  - communicating information
  - addressing barriers and resolving problems
- outline the key provisions of legislation, covenants, standards and codes of practice relating to:
  - CSR
  - fair trade
  - human rights
  - corporate governance.

## 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, regulation, standards and codes
- workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

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