



Australian Government

Assessment Requirements for BSBSMB411 Manage specialist external advisory services

Release: 2

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Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- locate and select a specialist external advisory service relevant to the business, that meets specific organisational requirements including:
 - identifying skill or knowledge gaps of the business
 - identifying relevant industry, regulatory and organisational requirements
- document selection process and outcomes according to business procedures
- agree on and document services to be provided with the successful advisor or contractor
- provide successful advisor or contractor with an induction program and ongoing feedback as required
- monitor milestones and deliverables, and evaluate effectiveness of specialist external advisory services against agreed terms and conditions.

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 key steps in engaging external specialist advisors or services
- describe negotiation and conflict-resolution strategies
- summarise business and industry requirements relating to specialist advisory services for the business:
 - required licences, industry registration, government approval, and professional membership

- minimum qualifications
- vendor approval or certification.

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 – Small and Micro Business field of work and include access to:

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

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -

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