



Australian Government

Department of Education, Employment and Workplace Relations

BSBLED502A Manage programs that promote personal effectiveness

Revision Number: 1

BSBLED502A Manage programs that promote personal effectiveness

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to manage programs within a health and wellbeing focus. The unit addresses the management of the range of programs that would typically be associated with health and wellbeing such as stress management, smoking cessation, exercise, Employee Assistance Programs (EAPs). No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	This unit applies to human resources managers, human resources personnel or other managers who take responsibility for managing staff health and wellbeing program/s or activities. It has particular relevance for managers of human resources or diversity programs, frontline managers and specialist consultants responsible for promoting a balance between work demands and personal life. It is not assumed that the manager will be directly involved in delivering the program/s.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Research and analyse employee health issues	1.1. Identify and collect information on employee health issues from appropriate internal and external sources 1.2. Review findings and their implications for the organisation and business objectives 1.3. Develop options for addressing identified health issues 1.4. Obtain support from senior managers for preferred option/s
2. Plan health and wellbeing program/s	2.1. Develop program/s scope and objectives in consultation with appropriate industry consultants, colleagues and managers 2.2. Plan and create administrative structure and resources for the program/s 2.3. Establish program responsibilities and clearly communicate to all stakeholders 2.4. Plan communications and marketing strategies in conjunction with stakeholders 2.5. Establish suitable evaluation methods, develop an overall program management plan and communicate this plan to stakeholders
3. Implement, administer and monitor program/s	3.1. Prepare policy documents, and implement and monitor strategies in conjunction with program team members 3.2. Provide appropriate support, assistance and mentors to relevant personnel 3.3. Implement and monitor tracking systems according to program guidelines 3.4. Reach program milestones within agreed time lines and provide regular progress reports to stakeholders
4. Evaluate program/s	4.1. Use agreed evaluation methods to assess the effectiveness of the program at specific stages 4.2. Communicate information from program evaluation process to stakeholders 4.3. Incorporate evaluation process and outcomes into continuous improvement strategies, enterprise agreements and future corporate plans

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- planning and organising skills to schedule and monitor activities
- research and analysis skills to explore employee health issues and to review data to determine whether employee health initiatives are meeting their objective.

Required knowledge

- range of employee health issues and options for improving health outcomes
- employee health program design and evaluation techniques.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • research on employee health issues and a plan to improve employee health in one or more areas • techniques for monitoring an employee health program and evaluating its effectiveness • knowledge of a range of employee health issues and options for improving health outcomes.
Context of and specific resources for assessment	Assessment must ensure: • access to appropriate documentation and resources normally used in the workplace.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • assessment of written reports on employee health issues and options to address health issues of concern • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • observation of presentations on employee health programs • review of documentation aligning strategies with corporate goals, mission statements and directions • review of program management plan and how it was communicated to stakeholders • evaluation of progress reports to stakeholders • oral or written questioning to assess knowledge of employee health program design and evaluation techniques.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other units from the Diploma of Human Resources Management.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Employee health issues</i> may include:	• alcohol or other drug use • diet and obesity • lifestyle related diseases, such as diabetes • mental health, including depression and anxiety • obesity • physical fitness • smoking • stress
<i>Business objectives</i> may include:	• becoming an employer of choice • improving productivity • reducing illness and absenteeism • triple bottom line
<i>Options</i> may include:	• changing canteen offerings • conducting information or awareness-raising programs • developing policies on health food, stress management or other health issues • EAPs • offering more flexibility in working hours or leave arrangements • offering training or skills development programs • subsidising exercise programs, gym membership or smoking cessation
<i>Stakeholders</i> may include:	• colleagues, team members or other staff members • owners/management/financial backers
<i>Program management plan</i> will normally include:	• additional resource requirements (including technology) • cost benefit analysis and contingency plans • key program milestones • strategies to assess, review and communicate progress against program goals

RANGE STATEMENT	
	strategies to obtain management approval for program plan
<i>Evaluation methods</i> may include:	- collection of qualitative data - collection of quantitative data - cost benefit analysis - feedback from consultants or staff delivering program/s - interviews - mapping against agreed goals and priorities

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Workforce Development - Learning and Development
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Co-requisite units

Co-requisite units		