



Australian Government

MSS015039 Develop response to corporate social responsibility

Release: 1

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Modification History

Release 1. New unit.

Application

This unit of competency covers identifying corporate social responsibility (CSR) requirements, developing and implementing an appropriate response to CSR, and the ongoing monitoring and adjusting of responses.

This unit applies in organisations impacted by or committed to local and international social responsibility standards and guidelines.

This unit applies to a supervisor, manager or technical specialist who has a major responsibility for meeting the organisation's objectives in relation to corporate social responsibilities. Sustainability may be part of a broader work role, or sustainability may be their primary work responsibility. The manager or technical specialist may undertake this alone or as part of a team.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Pre-requisite Unit

Nil.

Competency Field

Sustainable operations

Unit Sector

Elements and Performance Criteria

Elements	Performance Criteria	
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.	
1. Assess current CSR status	1.1	Identify organisation's CSR values, goals and objectives
	1.2	Identify, read and interpret CSR guidelines and standards and determine legislative requirements
	1.3	Identify stakeholders and methods of engagement

	1.4	Liaise with stakeholders to determine current CSR performance, perceptions and expectations
	1.5	Identify CSR opportunities and risks in consultation with stakeholders
2. Develop CSR responses	2.1	Develop responses to address opportunities and risks
	2.2	Calculate cost-benefit for responses including quantifying non-financial costs and benefits
	2.3	Rank responses by desirability
3. Negotiate responses with stakeholders	3.1	Short-list ranked responses
	3.2	Discuss short-listed responses with stakeholders
	3.3	Agree responses to be implemented and timelines for implementation
	3.4	Develop an implementation plan for agreed responses
4. Implement agreed responses	4.1	Execute implementation plan for agreed responses
	4.2	Negotiate required resources with stakeholders
	4.3	Negotiate timelines and measures of success with stakeholders
	4.4	Acquire and deploy resources required to achieve agreed responses
	4.5	Monitor implementation and adjust to achieve required responses
	4.6	Communicate with stakeholders to keep them informed and promote commitment
5. Evaluate and improve CSR implementation	5.1	Measure improvements obtained to evaluate performance
	5.2	Identify non-compliances with planned improvements
	5.3	Identify opportunities for improvement in consultation with stakeholders

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

No equivalent unit.

Links

The MSS Sustainability Companion Volume Implementation Guides are available from VETNet: -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>

Assessment Requirements for MSS015039 Develop response to corporate social responsibility

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Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- identified corporate social responsibility (CSR) requirements for at least 1 organisation or department, assessed current performance and planned, negotiated, implemented and reviewed responses in consultation with stakeholders.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- CSR concepts, terms, trends, characteristics, benefits
- organisation's CSR values, strategies and procedures
- legislation, regulations, standards and guidelines relevant to organisation's corporate social responsibilities
- impact of CSR on:
 - competitive advantage
 - reputation
 - attraction and retention
 - productivity
 - relationships
- UN Sustainable Development Goals (or their replacements)
- stakeholder management strategies
- framework for socially responsible decision making and principles and practices of:
 - accountability
 - transparency
 - ethical behaviour
 - respect for stakeholder interests
 - respect for rule of law
 - respect for international norms of behaviour
 - respect for human rights
- relationship between CSR and sustainable development
- social impact of organisation and local and global considerations and responsibilities
- cost-benefit analyses techniques.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions, contingencies, facilities, equipment and resources.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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