



**Australian Government**

**BSBEMS403 Develop and provide  
employment management services to  
candidates**

**Release: 1**

## BSBEMS403 Develop and provide employment management services to candidates

### Modification History

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

### Application

This unit describes the skills and knowledge required to provide employment services to candidates that assist in the retention and management of candidates by the organisation.

It applies to individuals working in an assistant capacity in either a public or private employment services agency.

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

### Unit Sector

Workforce Development – Recruitment and Employment Services

### 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 Develop strategies for retention of candidates	1.1 Analyse current candidate information 1.2 Identify candidate and legislative requirements 1.3 Identify a range of strategies to meet candidate and legislative requirements 1.4 Evaluate and assess products and services for candidates 1.5 Establish and implement methods of monitoring candidate retention
2 Provide advice and support to candidates	2.1 Provide services including résumé counselling and preparation 2.2 Provide career advice and counselling to candidates

ELEMENT	PERFORMANCE CRITERIA
	<p>2.3 Undertake candidate induction in accordance with client requirements, organisational policy and Work Health and Safety (WHS) compliance requirements</p> <p>2.4 Provide advice and information on legislative industrial relations matters, WHS and employment issues to candidates</p>
3 Provide training solutions to candidates	<p>3.1 Identify and document candidates' training needs, including WHS</p> <p>3.2 Undertake research to identify suitable training programs available to address candidates' identified training need</p> <p>3.3 Provide advice to candidates on training options available</p> <p>3.4 Provide relevant internal training to meet candidate requirements if required, in accordance with organisational policies and legislative requirements</p> <p>3.5 Access relevant external training to meet candidates' requirements if required, in accordance with organisational policies and legislative requirements</p> <p>3.6 Review implementation of client training plan with client to ensure needs are met</p>
4 Develop strategies for ongoing management of candidates	<p>4.1 Establish monitoring strategies to determine issues in service delivery to candidates</p> <p>4.2 Provide post placement support to candidates</p> <p>4.3 Develop strategies to evaluate the effectiveness of the employment management services</p> <p>4.4 Develop and document recommendations to improve management services</p> <p>4.5 Modify and/or expand management services as appropriate to incorporate recommendations</p>

## 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	1.1-1.4, 2.1, 2.3, 2.4,	<ul style="list-style-type: none"> <li>Interprets and analyses textual information including</li> </ul>

	3.1, 3.2, 3.4-3.6	legislative requirements from a range of sources
Writing	3.1, 3.4, 4.3, 4.4	<ul style="list-style-type: none"> <li>Prepares concise notes based on information sourced during research</li> <li>Produces reports and other business communication for a range of contexts and audiences using relevant language, tone and structure</li> </ul>
Oral Communication	2.1-2.4, 3.3, 3.4, 4.2	<ul style="list-style-type: none"> <li>Participates in a range of verbal exchanges using clear and detailed language and appropriate tone to provide information and training</li> <li>Asks questions and listens carefully to gather, interpret or evaluate information</li> </ul>
Navigate the world of work	2.3, 2.4, 3.1, 3.4, 3.5	<ul style="list-style-type: none"> <li>Adheres to legal responsibilities and organisational policies and procedures relevant to own work</li> <li>Understands the nature and purpose of own role and associated responsibilities</li> </ul>
Interact with others	2.1-2.4, 3.3, 3.4, 4.2	<ul style="list-style-type: none"> <li>Selects and uses appropriate conventions and protocols when communicating with candidates</li> <li>Participates in conversations relevant to role responding, explaining and supporting as required</li> </ul>
Get the work done	1.1-1.5, 2.1, 2.3, 3.1, 3.2, 4.1, 4.2	<ul style="list-style-type: none"> <li>Takes responsibility for planning and implementing tasks for efficient and effective outcomes</li> <li>Uses systematic, analytical processes to evaluate current practices and recommend improvements</li> </ul>

## Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBEMS403 Develop and provide employment management services to candidates	BSBEMS403B Develop and provide employment management services to candidates	Updated to meet Standards for Training Packages	Equivalent unit

## Links

Companion Volume implementation guides are found in VETNet -

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