



Australian Government

Department of Education, Employment and Workplace Relations

BSBEMS403B Develop and provide employment management services to candidates

Revision Number: 1

BSBEMS403B Develop and provide employment management services to candidates

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to provide employment services to candidates that assist in the retention and management of candidates by the organisation.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to individuals working in either a public or private employment services agency to provide candidates with services that promote their retention with the agency and employment management services.</p>
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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. Develop strategies for the retention of candidates	1.1. Analyse current <i>candidate information</i> 1.2. Identify <i>candidate requirements</i> 1.3. Identify a range of <i>strategies</i> to meet candidate 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 2.3. Undertake candidate induction in accordance with <i>client</i> requirements, organisational policy and OHS compliance requirements 2.4. Provide advice and information on legislative industrial relations matters, OHS and employment issues to candidates
3. Provide training solutions to candidates	3.1. Identify and document candidates' training needs, including OHS 3.2. Undertake research to identify suitable training programs available to address candidates' identified training need 3.3. Provide advice to candidates on training options available 3.4. Provide relevant internal training to meet candidate requirements if required, in accordance with organisational policies 3.5. Access relevant external training to meet candidate requirements if required, in accordance with organisational policies 3.6. Review implementation of client training plan with client to ensure needs are met
4. Develop strategies for the ongoing management of candidates	4.1. Establish monitoring strategies to determine issues in service delivery to candidates 4.2. Provide <i>post placement support</i> to candidates 4.3. Develop strategies to evaluate and assess the effectiveness of the employment management services 4.4. Develop and document recommendations to improve management services 4.5. Modify and/or expand management services as appropriate to incorporate recommendations

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to facilitate individual and group discussion and to prepare résumés
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- interpersonal skills to counsel candidates using the employment services agency
- presentation and training skills to provide training for candidates
- research and data collection skills to check candidate information for detail and accuracy.

Required knowledge

- key provisions of relevant legislation from all forms of government that affects business operations, codes of practice and national standards, such as:
 - disability discrimination
 - equal employment opportunity (EEO)
 - freedom of information legislation
 - industrial relations
 - occupational health and safety (OHS)
 - privacy legislation
 - racial discrimination
- range of organisational products and services
- range of training options and solutions
- range of techniques used in training, coaching and mentoring
- relevant state/territory and federal industrial relations systems.

Evidence Guide

EVIDENCE GUIDE	
<p>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.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • strategies developed to retain candidates • advice and support to candidates about employment • provision of appropriate training to candidates which promotes their chances of employment • development and implementation of strategies to improve services to candidates • knowledge of relevant legislation.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to an actual workplace or simulated environment • access to office equipment and resources • access to workplace documentation.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • assessment of written reports summarising strategies to retain candidates, training evaluations, and/or service improvement • observation of training sessions delivered to candidates • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • oral or written questioning • review of authenticated documents from the workplace or training environment • review of testimony from team members, colleagues, supervisors, managers, clients or candidates.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • other human resources units.

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>Candidates</i> may include:	<ul style="list-style-type: none"> • someone seeking temporary or permanent employment • someone seeking full-time, part-time or casual employment • apprentices, trainees and others outside such schemes • people from equity groups or with special needs
<i>Candidate information</i> may include:	<ul style="list-style-type: none"> • career preferences and pathways • current retention rate • demographic data
<i>Candidate requirements</i> may include:	<ul style="list-style-type: none"> • information and advice required • preferred communication channels • preferred training style • types of services required
<i>Strategies</i> may include:	<ul style="list-style-type: none"> • encouraging membership of interest groups • loyalty programs • marketing and promotional strategies • mentoring and coaching • negotiating reasonable adjustments • networking events • using appropriate communication channels
<i>Clients</i> may include:	<ul style="list-style-type: none"> • organisations or enterprises seeking to employ individuals through an employment services agency
<i>Post placement support</i> may include:	<ul style="list-style-type: none"> • career progression advice • further training and development advice • referrals to new employment opportunities • resolving issues related to employment gained • updating rÃ©sumÃ©

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Workforce Development - Recruitment and Employment Services
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Co-requisite units

Co-requisite units		