



UEP06

**Electricity Supply Industry – Generation Sector
Training Package**

**Volume 2 – Part 2.1.8
Imported Units
Schedule 8 of 8**

Electricity Supply Industry – Generation Sector Training Package UEP06

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Table of Contents

Table 4 – List of Imported Competency Standard Units	5
BSBADM304A	7
Design and develop text documents	7
BSBCMN108A	8
Develop keyboard skills	8
BSBCMN203A	9
Communicate in the workplace	9
BSBCMN209A	10
Provide information to clients	10
BSBCMN213A	11
Produce simple word processed documents	11
BSBCMN302A	12
Organise personal work priorities and development	12
BSBCMN310A	13
Deliver and monitor a service to customers	13
BSBCMN311A	14
Maintain workplace safety	14
BSBCMN312A	15
Support innovation and change	15
BSBCMN402A	16
Develop work priorities	16
BSBCMN404A	17
Develop teams and individuals	17
BSBCMN410A	18
Coordinate implementation of customer service strategies	18
BSBCMN411A	19
Monitor a safe workplace	19
BSBCMN412A	20
Promote innovation and change	20
BSBFLM302A	21
Support leadership in the workplace	21
BSBFLM303B	22
Contribute to effective workplace relationships	22
BSBFLM304A	24
Participate in work teams	24
BSBFLM305B	26
Support operational plan	26
BSBFLM306B	28
Provide workplace information and resourcing plans	28
BSBFLM309B	30
Support continuous improvement systems and processes	30

BSBFLM311B.....	32
Support a workplace learning environment.....	32
BSBFLM402A.....	34
Show leadership in the workplace.....	34
BSBFLM403B.....	35
Implement effective workplace relationships.....	35
BSBFLM404A.....	37
Lead work teams.....	37
BSBFLM405B.....	38
Implement operational plans.....	38
BSBFLM406B.....	40
Implement workplace information system.....	40
BSBFLM409A.....	42
Implement continuous improvement.....	42
BSBFLM501B.....	44
Manage personal work priorities and professional development.....	44
BSBFLM502A.....	46
Provide leadership in the workplace.....	46
BSBFLM503B.....	48
Manage effective workplace relationships.....	48
BSBFLM504A.....	50
Facilitate work teams.....	50
BSBFLM505B.....	52
Manage operational plan.....	52
BSBFLM506B.....	54
Manage workplace information systems.....	54
BSBFLM507B.....	56
Manage quality customer service.....	56
BSBFLM509B.....	58
Facilitate continuous improvement.....	58
BSBFLM510B.....	60
Facilitate and capitalise on change and innovation.....	60
BSBFLM511B.....	62
Develop a workplace learning environment.....	62
BSBFLM512A.....	64
Ensure team effectiveness.....	64
BSBMGT505A.....	66
Ensure a safe workplace.....	66

Table 4 – List of Imported Competency Standard Units

SOURCE TRAINING PACKAGE	UNIT CODE	UNIT TITLE	AQF
BSB01 Business Services	BSBADM304A	Design and develop text documents	3
	BSBADM305A	Create and Use Data Bases	3
	BSBCM108A	Develop Keyboard Skills	2
	BSBCM203A	Communicate in the Workplace	2
	BSBCM209A	Provide information to clients	2
	BSBCM213A	Produce Simple Word Processed Documents	2
	BSBCM302A	Organise personal work priorities and development	3
	BSBCM310A	Deliver and Monitor a Service to Customers	3
	BSBCM311A	Maintain Workplace Safety	3
	BSBCM312A	Support Innovation and Change	3
BSB Frontline Management (BSB01)	BSBFLM302A	Support leadership in the workplace	3
	BSBFLM303B	Contribute to effective workplace relationships	3
	BSBFLM304A	Participate in work teams	3
	BSBFLM305B	Support operational plan	3
	BSBFLM306B	Provide workplace information and resourcing plans	3
	BSBFLM309B	Support continuous improvement systems and processes	3
	BSBFLM311B	Support a workplace learning environment	3
BSB Frontline Management (BSB01)	BSBCM402A	Develop Work Priorities	4
	BSBFLM402A	Show leadership in the workplace	4
	BSBFLM403B	Implement effective workplace relationships	4
	BSBFLM404A	Lead work teams	4
	BSBFLM405B	Implement operational plans	4
	BSBFLM406B	Implement workplace information system	4
	BSBFLM409A	Implement continuous improvement	4
	BSBCM404A	Develop teams and individuals	4
	BSBCM410A	Coordinate implementation of customer service strategies	4
	BSBCM411A	Monitor a Safe Workplace	4
	BSBCM412A	Promote Innovation and Change	4

Training Package UEP06 – Imported CSUs

BSB Frontline Management (BSB01)	BSBFLM501B	Manage personal work priorities and professional development	5
	BSBFLM502A	Provide leadership in the workplace	5
	BSBFLM503B	Manage effective workplace relationships	5
	BSBFLM504A	Facilitate work teams	5
	BSBFLM505B	Manage operational plan	5
	BSBFLM506B	Manage workplace information systems	5
	BSBFLM507B	Manage quality customer service	5
	BSBFLM509B	Facilitate continuous improvement	5
	BSBFLM510B	Facilitate and capitalise on change and innovation	5
	BSBFLM511B	Develop a workplace learning environment	5
	BSBFLM512A	Ensure team effectiveness	5
	BSBMGT505A	Ensure a Safe Workplace	5

BSBADM304A Design and develop text documents

Unit Descriptor 1)

The unit covers design and development of predominantly text-based documents using advanced features of document design software.

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BSBCM108A Develop keyboard skills

Unit Descriptor 1)

This covers the development of basic keyboard skills using touch typing techniques

This unit is related to BSBCM213A Produce simple word processed documents and BSBCM214A Create and use simple spreadsheets. Consider co-assessment with BSBCM107A Operate a personal computer.

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BSBCM203A Communicate in the workplace

Unit Descriptor 1)

This unit covers the skills and knowledge required to communicate in the workplace. It covers the activities of gathering, conveying and receiving information together with completing routine written correspondence.

This unit is related to BSBCM103A Apply basic communication skills and BSBFLM303A Contribute to effective workplace relationships.

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BSBCM209A Provide information to clients

Unit Descriptor 1)

This unit covers the skills and knowledge required to greet clients and determine their needs in accordance with the organisation's requirements.

This unit is related to BSBCM309A Recommend products and services.

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BSBCM213A Produce simple word processed documents

Unit Descriptor 1)

This unit covers preparation and production of short routine letters, notes, memos and records using word processing software.

This unit is related to BSBCM107A Operate a personal computer, BSBCM108A Develop keyboard skills and BSBCM306A Produce business documents.

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BSBCM302A Organise personal work priorities and development

Unit Descriptor 1)

This unit covers the skills and knowledge required to organise own work schedules, monitor and obtain feedback on work performance, and maintain required levels of competence.

This unit is related to BSBCM202A Organise and complete daily work tasks and BSBCM402A Develop work priorities.

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BSBCM310A Deliver and monitor a service to customers

Unit Descriptor 1)

This unit covers the skills and knowledge required to identify customers' needs and monitor a service provided to customers.

This unit is related to BSBCM208A Deliver a service to customers and BSBCM410A Coordinate implementation of customer service strategies.

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BSBCM311A Maintain workplace safety

Unit Descriptor 1)

This unit is concerned with OHS responsibilities of employees with supervisory responsibilities to implement and monitor the organisation's Occupational Health and Safety policies, procedures and programs in a small team to meet legislative requirements. This unit has been adapted from Generic Competency B in the National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards [NOHSC:7025 (1998) 2nd edition].

This unit is related to BSBCM211A Participate in workplace safety procedures and BSBCM411A Monitor a safe workplace.

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BSBCM312A Support innovation and change

Unit Descriptor 1)

This unit covers the skills and knowledge required to contribute ideas for improved work practices and to support the implementation of innovative work practices to effect change.

This unit draws on the work of the Innovative Work Skills project of the Australian National Training Authority.

This unit is related to BSBCM210A Implement improved work practices and BSBCM412A Promote innovation and change.

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BSBCM402A Develop work priorities

Unit Descriptor 1)

This unit covers the skills and knowledge required to plan own work schedules, monitor and obtain feedback on work performance and development.

This unit is related to BSBCM302A Organise personal work priorities and development.

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BSBCM404A **Develop teams and individuals**

Unit Descriptor 1)

This unit covers the skills and knowledge required to determine individual and team development needs and facilitate the development of the workgroup.

This unit is related to BSBCM304A Contribute to personal skill development and learning.

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BSBCM410A Coordinate implementation of customer service strategies

Unit Descriptor 1)

This unit covers the skills and knowledge required to advise on, and carry out customer service strategies, and evaluate customer strategies on the basis of feedback and design strategies for improvement.

This unit is related to BSBCM310A Deliver and monitor a service to customers.

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BSBCM411A Monitor a safe workplace

Unit Descriptor 1)

This unit is concerned with OHS responsibilities of employees with supervisory responsibilities to implement and monitor the organisation's Occupational Health and Safety policies, procedures and programs in the relevant work area to meet legislative requirements. This unit has been adapted from Generic Competency B in the National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards [NOHSC:7025 (1998) 2nd edition].

This unit is related to BSBCM311A Maintain workplace safety.

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BSBCM412A Promote innovation and change

Unit Descriptor 1)

This unit covers the skills and knowledge required to promote the use and implementation of innovative work practices to effect change.

This unit is related to BSBCM312A Support innovation and change.

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Important

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BSBFLM302A Support leadership in the workplace

Unit Descriptor 1)

This unit is equivalent to the original unit BSXFLM302A Provide leadership in the workplace.

Frontline management has an important leadership role in the development of the organisation. This will be evident in the way they work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within known routines, methods and procedures which require the exercise of some discretion and judgement.

Consider co-assessment with BSBCMN302A Organise personal work priorities and development, BSBFLM304A Participate in work teams and BSBFLM306A Provide workplace information and resourcing plans.

IMPORTANT NOTES: Notes for the use of this imported competency standard unit within this national Training Package:

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BSBFLM303B **Contribute to effective workplace relationships**

Unit Descriptor

1)

This unit specifies the outcomes required to gather information and maintain effective working relationships and networks, with particular regard to communication and representation.

This unit replaces BSBFLM303A Contribute to effective workplace relationships.

Frontline managers have a key role in contributing to efficient and effective work teams within the context of the organisation. They play a prominent part in motivating, mentoring, coaching and developing team cohesion through providing leadership for the team and forming the bridge between the management of the organisation and the team members.

At this level, work will normally be carried out within known routines, methods and procedures which require the exercise of some discretion and judgement.

This unit is related to BSBFLM403B Implement effective workplace relationships.

IMPORTANT NOTES: Notes for the use of this imported competency standard unit within this national Training Package:

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BSBFLM304A Participate in work teams

Unit Descriptor 1)

This unit is equivalent to the original unit BSXFLM304A Participate in, lead and facilitate work teams.

Frontline management has a key role in leading, participating in, facilitating and empowering work teams/groups within the context of the organisation. They play a prominent part in motivating, mentoring, coaching and developing team members, and in achieving team cohesion. At this level, work will normally be carried out within known routines, methods and procedures which require the exercise of some discretion and judgement.

Opportunities for co-assessment are encouraged as part of the holistic approach promoted in the assessment guidelines. Consider co-assessment with BSBFLM302A Support leadership in the workplace, BSBFLM303A Contribute to effective workplace relationships, BSBFLM306A Provide workplace information and resourcing plans and BSBFLM311A Support a workplace learning environment.

IMPORTANT NOTES: Notes for the use of this imported competency standard unit within this national Training Package:

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BSBFLM305B Support operational plan

Unit Descriptor 1)

This unit specifies the outcomes required to provide support for operational practices and procedures within the organisation's productivity and profitability plans. This includes contributing to the operational plan, assisting in recruiting employees and acquiring resources, and monitoring and adjusting operational performance.

This unit replaces BSBFLM305A Support operational plan.

Frontline managers are actively engaged in planning activities to achieve the measurable, stated objectives of the team and the organisation. This key role is carried out to provide safe, efficient and effective products and services to customer satisfaction within the organisation's productivity and profitability plans.

At this level, work will normally be carried out within known routines, methods and procedures, and may also involve a number of complex or non-routine activities that require some discretion and judgement.

This unit is related to BSBFLM405B Implement operational plan. Consider co-assessment with BSBFLM303B Contribute to effective workplace relationships, BSBFLM306B Provide workplace information and resourcing plans, BSBFLM312A Contribute to team effectiveness, BSBCMN311A Maintain workplace safety and BSBFLM309B Support continuous improvement systems and processes.

IMPORTANT NOTES: Notes for the use of this imported competency standard unit within this national Training Package:

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BSBFLM306B Provide workplace information and resourcing plans

Unit Descriptor

1)

This unit specifies the outcomes required to support the information management system. It involves the identification, acquisition, initial analysis and use of appropriate workplace information.

This unit replaces BSBFLM306A Provide workplace information and resourcing plans.

Frontline managers, in supporting the processes of identifying, acquiring, analysing and using appropriate information, play a significant part in the organisation's effectiveness.

At this level, work will normally be carried out within known routines, methods and procedures, and may also involve a number of complex or non-routine activities that require some discretion and judgement.

This unit is related to BSBFLM406B Implement workplace information system. Consider co-assessment with BSBFLM305B Support operational plan, BSBFLM312A Contribute to team effectiveness, BSBCMN310A Deliver and monitor a service to customers, BSBCMN311A Maintain workplace safety, and BSBFLM309B Support continuous improvement systems and processes.

IMPORTANT NOTES: Notes for the use of this imported competency standard unit within this national Training Package:

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BSBFLM309B Support continuous improvement systems and processes

Unit Descriptor

1)

This unit specifies the outcomes required to support the organisation's continuous improvement systems and processes. Particular emphasis is on actively encouraging the team to participate in the process, on monitoring and reporting on specified outcomes and on supporting opportunities for further improvements.

This unit replaces BSBFLM309A Support continuous improvement systems and processes.

Frontline managers have an active role in supporting continuous improvement processes in achieving the organisation's objectives. Their position, closely associated with the creation and delivery of products and services, means that they have an important responsibility in influencing the ongoing development of the organisation. At this level, work will normally be carried out within known routines, methods and procedures, and may also involve a number of complex or non-routine activities that require some discretion and judgement.

This unit is related to BSBFLM409B Implement continuous improvement. Consider cowith BSBFLM305B Support operational plan, BSBFLM312A Contribute to team effectiveness, BSBCM310A Deliver and monitor a service to customers, BSBCM311A Maintain workplace safety, BSBCM312A Support innovation and change, and BSBFLM311B Support a workplace learning environment.

IMPORTANT NOTES: Notes for the use of this imported competency standard unit within this national Training Package:

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BSBFLM311B Support a workplace learning environment

Unit Descriptor

1)

This unit specifies the outcomes required to effectively encourage and support a learning environment. Particular emphasis is on participation in processes to facilitate and promote learning and to monitor and improve learning performance.

This unit replaces BSBFLM311A Support a workplace learning environment.

Frontline managers have a prominent role in encouraging and supporting the development of a learning environment in which work and learning come together.

At this level, work will normally be carried out within known routines, methods and procedures, and may also involve a number of complex or non-routine activities that require some discretion and judgement.

This unit is related to BSBCM404A Develop teams and individuals. Consider co-assessment with BSBCM302A Organise personal work priorities and development, BSBFLM312A Contribute to team effectiveness, BSBFLM305B Support operational plan, BSBCM310A Deliver and monitor a service to customers, and BSBCM311A Maintain workplace safety.

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BSBFLM402A Show leadership in the workplace

Unit Descriptor 1)

This unit is equivalent to the original unit BSXFMI402A Provide leadership in the workplace.

Frontline management has an important leadership role in the development of the organisation. This will be evident in the way they work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within routine and non-routine methods and procedures which require the exercise of some discretion and judgement.

Consider co-assessment with BSBCM402A Develop work priorities, BSBFLM403A Manage effective workplace relationships, BSBFLM404A Lead work teams, and BSBFLM406A Implement workplace information system.

IMPORTANT NOTES: Notes for the use of this imported competency standard unit within this national Training Package:

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BSBFLM403B Implement effective workplace relationships

Unit Descriptor

1)

This unit specifies the outcomes required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation.

This unit replaces BSBFLM403A Manage effective workplace relationships.

Frontline managers play an important role in developing and maintaining positive relationships in internal and external environments so that customers, suppliers and the organisation achieve planned outputs and outcomes. They play a prominent part in motivating, mentoring, coaching and developing team cohesion through providing leadership for the team and forming the bridge between the management of the organisation and the team members.

At this level, work will normally be carried out within routine and non-routine methods and procedures, which require planning and evaluation and leadership and guidance of others.

This unit builds on BSBFLM303B Contribute to effective workplace relationships. Consider co-assessment with BSBFLM412A Promote team effectiveness. This unit is related to BSBFLM503B Manage effective workplace relationships.

IMPORTANT NOTES: Notes for the use of this imported competency standard unit within this national Training Package:

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BSBFLM404A Lead work teams

Unit Descriptor 1)

This unit is equivalent to the original unit BSXFMI404A Participate in, lead and facilitate work teams.

This unit covers the skills and knowledge required to lead a team or work group in a business environment. It includes developing plans, providing leadership and supervising the performance of a group.

This unit is related to BSBCM301A Exercise initiative in a business environment. Consider co-assessment with BSBFLM402A Show leadership in the workplace, BSBFLM403A Manage effective workplace relationships, BSBFLM406A Implement workplace information system, and BSBFLM411A Contribute to the development of a workplace learning environment.

IMPORTANT NOTES: Notes for the use of this imported competency standard unit within this national Training Package:

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BSBFLM405B Implement operational plans

Unit Descriptor 1)

This unit specifies the outcomes required to implement the operational plan by monitoring and adjusting operational performance, producing short-term plans for the department/section, planning and acquiring resources and providing reports on performance as required.

This unit replaces BSBFLM405A Implement operational plan.

Frontline managers are actively engaged in planning activities to achieve the measurable, stated objectives of the team and the organisation. This key role is carried out to provide safe, efficient and effective products and services to customer satisfaction within the organisation's productivity and profitability plans.

At this level, work will normally be carried out within routine and non-routine methods and procedures, which require planning and evaluation and leadership and guidance of others.

This unit builds on BSBFLM305B Support operational plan. Consider co-assessment with BSBFLM412A Promote team effectiveness, BSBFLM406B Implement workplace information system, BSBCM411A Monitor a safe workplace, and BSBFLM409B Implement continuous improvement. This unit is related to BSBFLM505B Manage operational plan.

IMPORTANT NOTES: Notes for the use of this imported competency standard unit within this national Training Package:

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BSBFLM406B Implement workplace information system

Unit Descriptor

1)

This unit specifies the outcomes required to implement the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information which plays a significant part in the organisation's effectiveness.

This unit replaces BSBFML406A Implement workplace information system.

Frontline managers, in identifying, acquiring, analysing and using appropriate information, play a significant role in contributing to the organisation's effectiveness.

At this level, work will normally be carried out within routine and non-routine methods and procedures which require planning and evaluation, leadership and guidance of others, and some discretion and judgement.

This unit builds on BSBFLM306B Provide workplace information and resourcing plans. Consider co-assessment with BSBFLM405B Implement operational plan, BSBFLM409B Implement continuous improvement, BSBFLM412A Promote team effectiveness, BSBCMN410A Coordinate implementation of customer service strategies and BSBCMN411A Monitor a safe workplace. This unit is related to BSBFLM506B Manage workplace information systems.

IMPORTANT NOTES: Notes for the use of this imported competency standard unit within this national Training Package:

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BSBFLM409A Implement continuous improvement

Unit Descriptor 1)

This unit is equivalent to the original unit BSXFMI409A Implement and monitor continuous improvement systems and processes.

Frontline management has an active role in managing the continuous improvement process in achieving the organisation's objectives. Their position, closely associated with the creation and delivery of products and services, means that they play an important part in influencing the on-going development of the organisation. At this level, work will normally be carried out within routine and non-routine methods and procedures which require the exercise of some discretion and judgement.

Consider co-assessment with BSBFLM402A Show leadership in the workplace, BSBFLM404A Lead work teams, BSBFLM405A Implement operational plan, BSBFLM407A Supervise quality customer service, BSBCMN411A Monitor a safe workplace, BSBCMN412A Promote innovation and change.

IMPORTANT NOTES: Notes for the use of this imported competency standard unit within this national Training Package:

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BSBFLM501B Manage personal work priorities and professional development

Unit Descriptor

1)

This unit specifies the outcomes required to manage own performance and professional development. Particular emphasis is on setting and meeting priorities, analysing information and using strategies to develop further competence.

This unit replaces BSBFLM501A Manage personal work priorities and professional development.

Frontline managers are responsible for managing their own performance and professional development.

At this level, work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement using a range of problem solving and decision making strategies.

This unit builds on BSBCM402A Develop work priorities. Consider co-assessment with BSBFLM506B Manage workplace information systems, BSBFLM511B Develop a workplace learning environment and BSBFLM512A Ensure team effectiveness.

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BSBFLM502A Provide leadership in the workplace

Unit Descriptor 1)

This unit is equivalent to the original unit BSXFMI502A Provide leadership in the workplace.

Frontline management has an important leadership role in the development of the organisation. This will be evident in the way they work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

Consider co-assessment with BSBFLM501A Manage personal work priorities and professional development, BSBFLM503A Establish effective workplace relationships, BSBFLM504A Facilitate work teams, and BSBFLM506A Manage workplace information system.

IMPORTANT NOTES: Notes for the use of this imported competency standard unit within this national Training Package:

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BSBFLM503B Manage effective workplace relationships

Unit Descriptor

1)

This unit specifies the outcomes required to manage effective workplace relationships with particular regard to communication and representation. This involves analysing and communicating information, establishing systems to develop and maintain effective working relationships and networks, and implementing strategies to overcome difficulties.

This unit replaces BSBFLM503A Establish effective workplace relationships.

Frontline managers play an important role in developing and maintaining positive relationships in internal and external environments so that employees, customers, suppliers and the organisation achieve planned outputs and outcomes. They play a prominent part in motivating, mentoring, coaching and developing team cohesion through providing leadership for the team and forming the bridge between the management of the organisation and the team members.

At this level, work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement using a range of problem solving and decision making strategies.

This unit builds on BSBFLM403B Implement effective workplace relationships. Consider co-assessment with BSBFLM512A Ensure team effectiveness.

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BSBFLM504A Facilitate work teams

Unit Descriptor 1)

This unit is equivalent to the original unit BSXFMI504A Participate in, lead and facilitate work teams.

Frontline management has a key role in leading, participating in, facilitating and empowering work teams/groups within the context of the organisation. They play a prominent part in motivating, mentoring, coaching and developing team members, and in achieving team cohesion. At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

Consider co-assessment with BSBFLM502A Provide leadership in the workplace, BSBFLM503A Establish effective workplace relationships, BSBFLM506A Manage workplace information system, and BSBFLM511A Develop a workplace learning environment.

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BSBFLM505B Manage operational plan

Unit Descriptor 1)

This unit specifies the outcomes required to develop and monitor the implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans. Management at a strategic level requires systems and procedures to be developed and implemented to facilitate the organisation's operational plan.

This unit replaces BSBFLM505A Manage operational plan.

Frontline managers have a key role managing individuals within work teams/groups. They play an important part in managing the performance of people who report to them directly.

At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

This unit builds on BSBFLM405B Implement operational plan. Consider co-assessment with BSBFLM503B Manage effective workplace relationships, BSBFLM506B Manage workplace information systems, BSBMGT505A Ensure a safe workplace, BSBFLM509B Facilitate continuous improvement and BSBFLM512A Ensure team effectiveness.

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BSBFLM506B Manage workplace information systems

Unit Descriptor 1)

This unit specifies the outcomes required to develop and monitor the implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans. Management at a strategic level requires systems and procedures to be developed and implemented to facilitate the organisation's operational plan.

This unit replaces BSBFLM505A Manage operational plan.

Frontline managers have a key role managing individuals within work teams/groups. They play an important part in managing the performance of people who report to them directly.

At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

This unit builds on BSBFLM405B Implement operational plan. Consider co-assessment with BSBFLM503B Manage effective workplace relationships, BSBFLM506B Manage workplace information systems, BSBMGT505A Ensure a safe workplace, BSBFLM509B Facilitate continuous improvement and BSBFLM512A Ensure team effectiveness.

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BSBFLM507B Manage quality customer service

Unit Descriptor 1)

This unit specifies the outcomes required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation and the customer.

This unit replaces BSBFLM507A Manage quality customer service.

Frontline managers are involved in ensuring that products and services are delivered and maintained to standards agreed by the organisation and the customer. They work within the context of the organisation's policies and practices as well as legislation, conventions and codes of practice.

At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

This unit builds on BSBCMN410A Coordinate implementation of customer service strategies. Consider co-assessment with BSBFLM512A Ensure team effectiveness, BSBFLM506B Manage workplace information system, BSBMGT505A Ensure a safe workplace, and BSBFLM509B Facilitate continuous improvement.

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BSBFLM509B Facilitate continuous improvement

Unit Descriptor 1)

This unit specifies the outcomes required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies and to manage opportunities for further improvements.

This unit replaces BSBFLM509A Promote continuous improvement.

Frontline managers have an active role in managing the continuous improvement process in achieving the organisation's objectives. Their position, closely associated with the creation and delivery of products and services, means that they play an important part in influencing the ongoing development of the organisation.

At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

This unit builds on BSBFLM409B Implement continuous improvement. Consider co-assessment with BSBFLM512A Ensure team effectiveness, BSBFLM505B Manage operational plan, and BSBFLM507B Manage quality customer service, BSBMGT505A Ensure a safe workplace, BSBFLM510B Facilitate and capitalise on change and innovation, and BSBFLM511B Develop a workplace learning environment.

IMPORTANT NOTES: Notes for the use of this imported competency standard unit within this national Training Package:

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BSBFLM510B Facilitate and capitalise on change and innovation

Unit Descriptor

1)

This unit specifies the outcomes required to plan and manage the introduction and facilitation of change. Particular emphasis is on the development of creative and flexible approaches, and on managing emerging opportunities and challenges.

This unit replaces BSBFLM510A Facilitate and capitalise on change and innovation.

Frontline managers have an active role in fostering change and acting as a catalyst in the implementation of change and innovation. They have a creative role in ensuring that individuals, the team and the organisation gain from change; and that the customer benefits through improved products and services.

At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

This unit builds on BSBCM412A Promote innovation and change. Consider co-assessment with BSBFLM512A Ensure team effectiveness, BSBFLM505B Manage operational plan, and BSBFLM509B Facilitate continuous improvement.

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BSBFLM511B Develop a workplace learning environment

Unit Descriptor

1)

This unit specifies the outcomes required to encourage and support the development of a learning environment in which work and learning come together. Particular emphasis is on the development of strategies to facilitate and promote learning and to monitor and improve learning performance.

This unit replaces the unit BSBFLM511A Develop a workplace learning environment.

Frontline managers have a prominent role in encouraging, supporting and facilitating the development of a learning environment in which work and learning come together.

At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

This unit builds on BSBCM404A Develop teams and individuals. Consider co-assessment with BSBFLM501B Manage personal work priorities and professional development, BSBFLM512A Ensure team effectiveness, BSBFLM505B Manage operational plan, BSBFLM507B Manage quality customer service, and BSBMGT505A Ensure a safe workplace.

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BSBFLM512A Ensure team effectiveness

Unit Descriptor

1)

This unit specifies the outcomes required by frontline managers to facilitate all aspects of team work within the organisation. It involves taking a leadership role in the development of team plans, leading and facilitating team work and actively engaging with the management of the organisation.

This unit replaces BSBFLM502A Provide leadership in the workplace and BSBFLM504A Facilitate work teams, which have been combined to create this unit.

Frontline managers have an important facilitative role in the development and empowerment of work teams. This will be evident in the way frontline managers work with teams and individuals, work across teams, and the initiative they take in strengthening the links between teams and the organisation's management.

At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

This unit builds on BSBFLM412A Promote team effectiveness.

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BSBMGT505A Ensure a safe workplace

Unit Descriptor 1)

This unit has been adapted from Generic Competency C in the National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards [NOHSC:7025 (1998) 2nd edition].

It is relevant for those with managerial responsibilities, either as an owner or employee manager, of a business.

The unit is concerned with establishing, maintaining and evaluating the organisation's Occupational Health and Safety policies, procedures and programs in the relevant work area in accordance with OHS legal requirements. All those who have (or are likely to have) a management responsibility for OHS should undertake this unit.

This unit is related to BSBMGT603A Review and develop business plans, BSBMGT604A Manage business operations, BSBMGT608A Manage innovation and continuous improvement, BSBMGT609A Manage risk and BSBMGT610A environmental management systems.

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