



Australian Government

BSBHRM501 Manage human resource services

Release: 1

BSBHRM501 Manage human resource services

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 plan, manage and evaluate delivery of human resource services, integrating business ethics.

It applies to individuals with responsibility for coordinating a range of human resource services across an organisation. They may have staff reporting to them.

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

Unit Sector

Workforce Development – Human Resource Management

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 Determine strategies for delivery of human resource services	<p>1.1 Analyse business strategy and operational plans to determine human resource requirements</p> <p>1.2 Review external business environment and likely impact on organisation's human resource requirements</p> <p>1.3 Consult line and senior managers to identify human resource needs in their areas</p> <p>1.4 Review organisation's requirements for diversity in the workforce</p> <p>1.5 Develop options for delivery of human resource services that comply with legislative requirements, organisational policies and business goals</p> <p>1.6 Develop and agree on strategies and action plans for delivery</p>

ELEMENT	PERFORMANCE CRITERIA
	<p>of human resource services</p> <p>1.7 Agree and document roles and responsibilities of human resource team, line managers, and external contractors</p>
2 Manage the delivery of human resource services	<p>2.1 Develop and communicate information about human resource strategies and services to internal and external stakeholders</p> <p>2.2 Develop and negotiate service agreements between the human resource team, service providers and client groups</p> <p>2.3 Document and communicate service specifications, performance standards and timeframes</p> <p>2.4 Identify and arrange training support if required</p> <p>2.5 Agree on, and arrange monitoring of quality assurance processes</p> <p>2.6 Ensure that services are delivered by appropriate providers, according to service agreements and operational plans</p> <p>2.7 Identify and rectify underperformance of human resource team or service providers</p> <p>2.8 Identify appropriate return on investment of providing human resource services</p>
3 Evaluate human resource service delivery	<p>3.1 Establish systems for gathering and storing information needed to provide human resource services</p> <p>3.2 Survey clients to determine level of satisfaction</p> <p>3.3 Capture ongoing client feedback for the review processes</p> <p>3.4 Analyse feedback and surveys and recommend changes to service delivery</p> <p>3.5 Obtain approvals to variations in service delivery from appropriate managers</p> <p>3.6 Support agreed change processes across the organisation</p>
4 Manage integration of business ethics in human resource practices	<p>4.1 Ensure personal behaviour is consistently ethical and reflects values of the organisation</p> <p>4.2 Ensure code of conduct is observed across the organisation, and its expectations are incorporated in human resource policies and practices</p> <p>4.3 Observe confidentiality requirements in dealing with all human resource information</p> <p>4.4 Deal promptly with unethical behaviour</p> <p>4.5 Ensure all persons responsible for human resource functions</p>

ELEMENT	PERFORMANCE CRITERIA
	understand requirements regarding their ethical behaviour

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, 1.2, 1.4-1.6, 2.6, 2.8, 3.4, 4.2, 4.3	<ul style="list-style-type: none"> Critically evaluates and applies content from a range of structurally complex texts
Writing	1.5, 1.7, 2.1-2.3, 3.1, 3.3	<ul style="list-style-type: none"> Develops a range of documentation using tone, structure and language suited to context and audience
Oral Communication	1.3, 2.2, 3.2	<ul style="list-style-type: none"> Asks questions to gather information and listens carefully to evaluate information Uses appropriate vocabulary and tone in negotiations
Numeracy	2.3, 2.8	<ul style="list-style-type: none"> Makes basic calculations to ensure work output meets predetermined timeframes Selects from an expanding range of mathematical strategies when analysing investment policies
Navigate the world of work	1.1, 1.2, 1.4, 1.5, 2.6, 4.1, 4.2, 4.3	<ul style="list-style-type: none"> Considers and adheres to organisational policies and procedures when developing plans and strategies Monitors adherence to legislative and organisational requirements Appreciates the implications of ethical, legal and regulatory responsibilities related to own work Considers own role in terms of its contribution to broader goals of the work environment
Interact with others	2.1-2.3, 2.5, 2.7, 3.5, 4.4, 4.5	<ul style="list-style-type: none"> Recognises the importance of taking audience, purpose and contextual factors into account when making decisions about what to communicate to whom, why and how Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction
Get the work done	1.1, 1.2, 1.5, 1.6, 2.4, 2.6, 2.7, 3.1, 4.3	<ul style="list-style-type: none"> Develops plans for complex, high-impact activities with organisational implications Uses systematic, analytical processes to solve

		<p>problems in complex, non-routine situations</p> <ul style="list-style-type: none">• Uses analytical processes to decide on a course of action, establishing criteria for deciding between options, and seeking input and advice from others• Uses digital technologies and systems safely, legally and ethically when gathering, storing and accessing information
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBHRM501 Manage human resource services	BSBHRM501B Manage human resources services	<p>Updated to meet Standards for Training Packages</p> <p>Minor change to unit title</p>	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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