



Australian Government

Department of Education, Employment and Workplace Relations

BSBWRK410A Implement industrial relations procedures

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to work with industrial relations policies and procedures.</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 addresses the knowledge and skills required to represent the organisation/employer in dealing with industrial relations matters in the workplace.</p> <p>The unit covers communicating and implementing industrial relations policies and procedures that meet statutory and legislative requirements; assisting in dealing with industrial relations conflicts and issues; and generally working towards a harmonious industrial relations climate within the workplace.</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
<p>1. Communicate and implement organisation's industrial relations policies and procedures</p>	<p>1.1. Source and disseminate relevant legislation, agreements, policies and procedures to all relevant persons and groups</p> <p>1.2. Implement agreements, policies and procedures in accordance with site, enterprise and statutory requirements</p> <p>1.3. Develop strategies to effectively communicate with relevant persons and groups on industrial relations matters</p> <p>1.4. Promote the organisation's industrial relations procedures to relevant persons and groups</p> <p>1.5. Represent the organisation appropriately in discussions with key stakeholders</p>
<p>2. Assist in minimising industrial relations conflict</p>	<p>2.1. Monitor the implementation of industrial relations policies and procedures</p> <p>2.2. Process and report to management on potential industrial relations conflicts</p> <p>2.3. Prepare and forward documentation to management and other relevant parties about potential industrial relations conflicts</p> <p>2.4. Work in conjunction with managers to contain industrial relations conflicts</p> <p>2.5. Work with employees to resolve personal grievances and to prevent escalation of industrial relations conflicts</p>
<p>3. Enhance industrial relations</p>	<p>3.1. Trial and implement strategies to monitor the implementation of the organisation's industrial relations policies and procedures</p> <p>3.2. Implement strategies to facilitate feedback on the industrial climate</p> <p>3.3. Implement strategies to strengthen relationships with relevant persons and groups</p> <p>3.4. Provide information and feedback to management on industrial relations</p> <p>3.5. Provide information and advice to relevant persons and groups</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- literacy and verbal communication skills to present information in clear and accessible ways to relevant persons
- negotiation and conflict resolution skills to deal with sensitive information and resolve issues.

Required knowledge

- grievance resolution policy and procedures
- industrial relations policies and procedures, such as:
 - enterprise agreements
 - enterprise and workplace bargaining
 - role of employee representatives and employee organisations
- legislation, codes of practice and national standards, for example:
 - equal employment opportunity (EEO), anti-discrimination
 - international industrial relations systems where work undertaken has an international focus or context
 - occupational health and safety (OHS)
 - 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"> demonstrated experience in working with legislation, awards and agreements to provide written and verbal advice in industrial matters knowledge of relevant legislation, codes of practice and national standards.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> access to a range of workplace documentation relating to current industrial matters.
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"> analysis of responses to case studies and scenarios assessment of written reports/examples of industrial conflict that has been resolved demonstration of techniques direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate observation of demonstrated techniques in providing advice about industrial matters observation of performance in role plays observation of presentations oral or written questioning to assess knowledge of industrial relations legislations and current issues review of documentation promoting the organisation's industrial relations procedures review of documentation prepared about potential industrial relations conflicts.
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 units from the Certificate IV in Human

EVIDENCE GUIDE	
	Resources.

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>Relevant legislation, agreements, policies and procedures</i> include:	<ul style="list-style-type: none"> • EEO, diversity, parental leave policies • employment contracts • enterprise agreements and workplace agreements • industrial awards, orders and decisions • industrial relations legislation • OHS policies and procedures • reasonable adjustments for workers with a disability
<i>Persons and groups</i> include:	<ul style="list-style-type: none"> • employee representatives • employer representatives • union representatives
<i>Site, enterprise and statutory requirements</i> refer to:	<ul style="list-style-type: none"> • award and enterprise agreements, and relevant industrial instruments • dispute settlement procedures • grievance mechanisms • relevant industry codes of practice • relevant legislation from all levels of government that affects business operation, especially in regard to OHS and environmental issues, equal opportunity, industrial relations and anti-discrimination • reporting channels and procedures
<i>Management</i> may include:	<ul style="list-style-type: none"> • chief executive officer, Board and other senior managers • industrial relations/human resources manager • line managers

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Workforce Development - Workplace Relations
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Co-requisite units

Co-requisite units		