



Australian Government

BSBHRM527 Coordinate human resource functions and processes

Release: 1

BSBHRM527 Coordinate human resource functions and processes

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to coordinate human resource functions and processes, integrating business ethics.

The unit applies to individuals with responsibility for coordinating a range of human resource functions and processes 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

Technical Skills – Human Resources

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 functions and processes	1.1 Analyse business strategy and operational plans and determine human resource requirements 1.2 Review external business environment and likely impact on organisation's human resource requirements 1.3 Consult relevant stakeholders to identify relevant human resource requirements 1.4 Review organisation's requirements for diversity in the workforce 1.5 Develop options for delivery of human resource functions and processes that comply with legislative requirements, organisational policies and business goals 1.6 Develop and agree on strategies and action plans for delivery of

ELEMENT	PERFORMANCE CRITERIA
	<p>human resource functions and processes</p> <p>1.7 Agree and document roles and responsibilities of human resource team, line managers, and external contractors</p> <p>1.8 Coordinate systems for gathering and storing information needed to provide human resource functions and processes</p>
2. Coordinate the delivery of human resource functions and processes	<p>2.1 Communicate information about human resource strategies, functions and processes to internal and external stakeholders</p> <p>2.2 Negotiate service agreements with the human resource team, service providers and client groups</p> <p>2.3 Document and communicate human resources requirements, performance standards and timeframes</p> <p>2.4 Identify and coordinate relevant support, where required</p> <p>2.5 Agree and coordinate monitoring of relevant quality assurance processes for human resource functions</p> <p>2.6 Ensure that functions and processes are delivered by appropriate providers, according to organisation policies and procedures</p> <p>2.7 Identify and rectify underperformance of human resource team or service providers</p>
3. Evaluate human resource functions and processes	<p>3.1 Coordinate survey of clients to determine level of satisfaction</p> <p>3.2 Collect client feedback and use in review processes</p> <p>3.3 Recommend changes to human resource functions and processes</p> <p>3.4 Obtain approvals to variations in service delivery from relevant managers</p> <p>3.5 Support agreed change processes across the organisation</p>
4. Coordinate integration of business ethics in human resource practices	<p>4.1 Ensure code of conduct is observed across the organisation, and its expectations are incorporated in human resource policies and practices</p> <p>4.2 Identify confidentiality requirements in dealing with all human resource information</p> <p>4.3 Handle unethical behaviour according to organisational policies and procedures</p> <p>4.4 Ensure all persons responsible for human resource functions understand requirements regarding their ethical behaviour</p>

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> • Critically evaluates and applies content from a range of structurally complex texts
Writing	<ul style="list-style-type: none"> • Develops a range of documentation using tone, structure and language suited to context and audience
Oral Communication	<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	<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
Self-management	<ul style="list-style-type: none"> • 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

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to:

- BSBHRM501 Manage human resource services
- BSBHRM510 Manage mediation processes
- BSBHRM511 Manage expatriate staff.

Links

Companion Volume Implementation Guide is found on VETNet -

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