Assessment Requirements for BSBHRM604 Manage employee relations

# Modification History

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| Release | Comments |
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

# Performance Evidence

Evidence of the ability to:

* consult with relevant stakeholders to develop, implement, monitor and review employee relations strategies and policies including:
* diversity
* recruitment
* induction
* training and development
* performance management
* develop an employee relations risk management strategy
* negotiate employment awards, agreements and contracts
* maintain high standards of performance in respect to equal opportunity and the management of diversity
* manage conflict and early intervention in respect to employee grievances and problems.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

# Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

* identify human resource specialist assistance requirements
* describe the principles of relevant industrial agreements
* determine key result areas of the organisation
* outline organisational plans (strategic, tactical and operational) for human resource planning
* identify and summarise organisational policies relating to balancing family/work relationships
* outline external and internal organisational support services for employees
* explain performance measurement systems utilised within the organisation
* outline relevant legislative and regulatory requirements
* outline staff development strategies
* explain unfair dismissal rules and due process.

# Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – human resource development field of work and include access to:

* organisational strategic and operational plans
* workplace policies and procedures
* legislation, regulations, codes of practice and industrial awards relevant to the business
* business technology
* interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

# Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>