



Australian Government

**BSBHRM612 Contribute to the
development of employee and industrial
relations strategies**

Release: 2

BSBHRM612 Contribute to the development of employee and industrial relations strategies

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 to contribute to the development and maintenance of a positive and productive workplace environment. It covers aspects of employee relations (ER) and industrial relations (IR) impacting on managers at the strategic level.

The unit applies to individuals who are non-specialist human resource managers and covers a broad range of ER and IR activities.

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. Contribute to employee relations (ER) and industrial relations (IR) strategy development and policies	1.1 Ensure ER and IR strategies are consistent with organisational strategic objectives 1.2 Contribute to development strategies and policies in consultation with relevant stakeholders 1.3 Ensure strategies and policies promote absence of discrimination and harassment 1.4 Contribute to development of risk management strategies 1.5 Identify potential areas of conflict and ensure strategies and policies are according to objectives of relevant groups and individuals

ELEMENT	PERFORMANCE CRITERIA
2. Contribute to a productive culture	2.1 Negotiate awards, agreements, and contracts according to organisational objectives and employee rights and obligations 2.2 Ensure conditions of employment meet legal and organisational requirements, and source external specialist advice, where required 2.3 Develop policies and practices that facilitate employee recruitment, retention and satisfaction 2.4 Provide onboarding programs and training that develop competence and confidence and ensure work is performed safely and effectively 2.5 Support employees to understand their roles 2.6 Develop, regularly review and update individual and team development plans 2.7 Evaluate and revise ER and IR policies regularly
3. Resolve ER and IR problems	3.1 Establish processes for early intervention and identify problems or grievances 3.2 Communicate problem solving processes and obtain support from relevant stakeholders 3.3 Coordinate training that develops competence in conflict management, negotiation and dispute resolution 3.4 Obtain specialist advice, where required 3.5 Ensure processes are fair, equitable and according to relevant awards agreements and legislation 3.6 Ensure problem solving processes provide for external mediation and conciliation, and arbitration, where required
4. Contribute to diversity policies	4.1 Develop plans for the promotion of diversity within the organisation in consultation with relevant stakeholders 4.2 Promote the importance of diversity and its benefits within the organisation 4.3 Develop diversity education plans 4.4 Develop and implement processes that rectify diversity issues according to organisational policies and procedures

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
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SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> Identifies and interprets relevant information and ideas in a range of complex texts relating to ER and IR Recognises relevant information within job specifications and work processes
Writing	<ul style="list-style-type: none"> Demonstrates sophisticated writing skills by selecting appropriate conventions and stylistic devices to express precise meaning to manage ER and IR
Oral Communication	<ul style="list-style-type: none"> Presents information and opinions using language and non-verbal features appropriate to audience Uses verbal and listening skills to obtain specialist advice as well as promoting diversity within the organisation
Numeracy	<ul style="list-style-type: none"> Selects and interprets mathematical information embedded in a range of tasks and texts
Self-management	<ul style="list-style-type: none"> Works autonomously making high level decisions to achieve and improve organisational goals Monitors and reviews the organisations policies, procedures and adherence to legislative requirements to implement and manage change
Teamwork	<ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with staff at various levels Influences and fosters a collaborative culture facilitating a sense of commitment and workplace cohesion Shares knowledge, information and experience openly as an integral part of the working relationship
Initiative and enterprise	<ul style="list-style-type: none"> Gathers and analyses data and seeks feedback to improve plans and processes
Planning and organising	<ul style="list-style-type: none"> Sequences and schedules a range of complex activities, monitors implementation and manages relevant communication
Problem solving	<ul style="list-style-type: none"> Makes high impact decisions in a complex and diverse environment, using input from a range of sources Anticipates potential problems and formulates plans to deal with them, as they arise

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to BSBHRM604 Manage employee relations.

Links

Companion Volume Implementation Guide is found on VETNet -

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