PSPHRM007 Coordinate employee support

Release: 1

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Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.
	This unit supersedes and is equivalent to PSPHR507A Coordinate employee support.
	- Unit code updated - Content and formatting updated to comply with new standards - All PC transitioned from passive to active voice

Application

This unit describes the skills required to coordinate strategies for employee support services. It includes identifying support needs.

This unit applies to those working in public sector roles involving human resource matters.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently, performing complex tasks in a range of familiar contexts.

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

Competency Field

Human resource management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.

1. **Identify employee support needs**	1.1 Consult with key stakeholders to identify support needs.
	1.2 Analyse organisational information to identify trends that may be addressed through employee support services.
	1.3 Prioritise employee support needs.
2. **Coordinate employee support**	2.1 Provide employee support to meet the specific present and future needs of individuals, occupational groups and the organisation.
	2.2 Base support services on good practice models and contemporary theories and practices and integrate with other key human resource services.
	2.3 Use the principles of natural justice, equity and fairness as the basis for determining access to employee support.
	2.4 Promote the availability of employment support within the organisation, and provide advice on employee eligibility.
	2.5 Develop and implement systems to monitor the effectiveness of employment support in consultation with managers.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPHR507A Coordinate employee support.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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