PSPHR402A Administer human resource processes

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers administration of human resource processes related to workforce planning, recruitment, remuneration, learning and development, employment relations, redeployment, retention and separation. It includes receiving and providing administrative information; processing workforce data, entry and exit information; and administering learning and development arrangements.

In practice, administering human resource processes overlaps with other generalist and specialist workplace activities such as, applying government processes, providing client service, gathering and analysing information, acting ethically, complying with legislation.

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

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency.	Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. **Receive and provide administrative information**	1.1 *Administrative information* is provided on employment matters in line with delegated authority and expertise, or referral is provided in accordance with organisational policy and procedures.
	1.2 Human resource policies and procedures are updated as required and provided in response to requests in accordance with organisational policy and procedures.
	1.3 *Forms* are developed/provided as required and assistance is given to ensure complete information is included before processing in accordance with organisational procedures.
	1.4 *Claims* and *applications* are processed in accordance with the requirements of the human resource management information system.
	1.5 Records relating to *human resource activities* are maintained in line with organisational reporting requirements.
2. **Process workforce data**	2.1 *Workforce data* is entered, extracted and manipulated in accordance with organisational requirements.
	2.2 Quality assurance reviews are conducted of workforce data provided for input, and the forms used to collect the data.
	2.3 Problems/issues with data capture and quality are reported in accordance with organisational procedures.
	2.4 Reports are prepared and checked and errors are corrected to ensure results and forecasts are valid and reliable.
	2.5 Data is *presented* in a manner suited to the needs of the user and the audience for the presentation.
3. **Process entry and exit information**	3.1 Positions are advertised and applications are processed in accordance with *legislation, policy and procedures*.
	3.2 Records of the recruitment and selection process are maintained in accordance with legislation, organisational policy and procedures.
	3.3 Successful and non-successful applicants are notified in accordance with recruitment procedures and required paperwork is completed and processed for the successful applicant.
	3.4 Entitlements are checked for staff leaving the organisation and final documentation is completed and processed in accordance with legislative requirements, organisational policy and procedures.
	3.5 Entry and exit process are reviewed and reported on for continuous improvement.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- finding and matching human resource information to the needs of those requesting it
- using a variety of words and language structures to explain ideas to different audiences
- interpreting and explaining formal documents and assisting others to apply them in the workplace
- using technology for presentation of data and information in a range of styles and formats to suit different audiences
- responding to diversity, including gender and disability
- applying occupational health and safety and environmental and sustainability requirements relating to human resource administration

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- the range of human resource policies and practices that apply in the organisation
- regulations and protocols governing human resource forms, documents, records
- the range of employment arrangements in the organisation in the context of human resource administration
- political and organisational knowledge relating to human resource practices
- public sector standards, in particular those related to human resources
- equity and diversity management
- jurisdictional legislation applying to human resources
- public sector legislation such as occupational health and safety and environmental and sustainability practice requirements in the context of administering human resource processes

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together	*Pre-requisite* units that must be achieved prior to this unit:*Nil* *Co-requisite* units that must be assessed with this unit:*Nil* *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to: - PSPETHC401A Uphold and support the values and principles of public service - PSPGOV402B Deliver and monitor service to clients - PSPGOV406B Gather and analyse information - PSPGOV408A Value diversity - PSPGOV411A Deal with conflict - PSPGOV412A Use advanced workplace communication strategies - PSPGOV421A Exercise delegations - PSPGOV422A Apply government processes - PSPHR403A Provide a consultancy service for human resource management - PSPLEGN401A Encourage compliance with legislation in the public sector - PSPOHS401B Implement workplace safety procedures and programs
Overview of evidence requirements	In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms: - the knowledge requirements of this unit - the skill requirements of this unit - application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework) - administration of human resource processes in a range of (3 or more) contexts (or occasions, over time)
Resources required to carry out assessment	These resources include: - legislation policies, procedures and guidelines relating to administration of human resource processes - workplace scenarios and case studies

- human resource management guidelines and other relevant workplace materials

Where and how to assess evidence	Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when administering human resource processes, including coping with difficulties, irregularities and breakdowns in routine
- administration of human resource processes in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- portfolios
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment	Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

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Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in **bold italics** in the Performance Criteria is explained here.

Administrative information may relate to:	• awards • classifications • contracts • enterprise bargaining • entitlements • equity and diversity policies • flexible working arrangements • human resource policies and procedures • learning and development • leave • legislative requirements • occupational health and safety • public sector standards • environmental and sustainability practices • security requirements • support services • workplace agreements
Forms may include:	• accident reports • annual leave • complaints/grievances • course registrations • exit interviews • flexi-sheets • higher duties • job applications • learning and development: • applications • evaluation sheets • records • leave without pay • overseas postings • performance management

- personal leave
- personnel information
- rehabilitation
- resignation
- security information
- sick leave
- study leave
- superannuation
- time sheets
- transfer
- workers compensation

Claims may include:	• workers compensation and rehabilitation • public liability • breach of public sector standards • complaints/grievances • travel reimbursements • higher duties allowance • regional/overseas allowance
Applications may relate to:	• assignment • car allowances • job-sharing • job vacancies • learning and development opportunities • leave • opportunities to act in other positions • overtime • part-time work • security clearances • study fees reimbursement • transfer • travel • workers compensation • working from home
Human resource activities may include:	• induction • learning and development
Workforce data may include:	• absenteeism • age profile of staff • complaints • conference leave • costs associated with under-staffing • current functions, services and workplace practices • disciplinary action • grievances • hard to fill jobs • learning and development • leave - annual, sick, recreation, personal • leave liability • leave without pay • number, gender, age and diversity of staff at each classification level and across business units

	• part-time work
	• permanent versus temporary versus contract versus casual workforce
	• recruitment and retention
	• security clearances
	• staff nearing retirement
	• staff on secondment
	• staff retention rates
	• staff satisfaction/dissatisfaction
	• staff turnover
	• study leave
	• sustainability practices
	• use of employee assistance program
	• vacancies
	• working from home
Data presentation may include:	• tables
	• graphs
	• narrative
	• electronic presentation
Legislation, policy and procedures may include:	• Commonwealth and State/Territory legislation including equal employment opportunity, privacy, anti-discrimination and employment law
	• national and international codes of practice and standards
	• organisational policies and practices
	• government policy
	• environmental policy
	• ethics
	• codes of conduct

Unit Sector(s)

Not applicable.

Competency field

Human Resource Management