



Australian Government

Department of Education, Employment and Workplace Relations

PSPHR507A Coordinate employee support

Revision Number: 1

PSPHR507A Coordinate employee support

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit covers the coordination of strategies for employee support services to underpin an effective and healthy working environment. It includes identifying support needs and coordinating support arrangements.

In practice, coordinating employee support overlaps with other generalist and specialist work activities in the public sector such as working ethically, complying with legislation, capitalising on diversity, coordinating resources, etc.

This unit replaces *PSPHR502A Coordinate employee support systems*. The units are not equivalent. The revised unit has different element requirements and evaluation is no longer included. Evaluation is addressed in *PSPGOV509A Conduct evaluations*, added to the *Working in Government* Competency field of the Training Package in 2004.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills 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.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Identify employee support needs

- 1.1 The present and future *employee support* needs of individuals, specific occupational groups and the organisation are identified through consultation with *key stakeholders*
- 1.2 Analysis of organisational information is conducted to identify *trends* that may be addressed/reversed through employee support services
- 1.3 Employee support needs are prioritised in accordance with organisational policy and procedures

2. Coordinate employee support

- 2.1 Employee support is provided to meet the specific present and future needs of individuals, occupational groups and the organisation in accordance with *legislation and guidelines*
- 2.2 Support services are based on good practice models and contemporary theories and practices of employee support and are integrated with other key human resource services
- 2.3 The principles of natural justice, equity and fairness are used as the basis for determining access to employee support
- 2.4 The availability of employment support is *promoted* within the organisation to facilitate awareness and access, and advice is provided on employee eligibility
- 2.5 Systems are developed and implemented to monitor the effectiveness of employment support in accordance with contractual obligations, legislation, organisational policy and needs, and in consultation with managers

Required Skills and Knowledge

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:

undertaking effective liaison, negotiation and consultation with stakeholders
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
preparing written advice and reports requiring reasoning and precision of expression
responding to diversity, including gender and disability

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

human resource policies and practices relating to employee support
concept of employee welfare, employee well-being, employee rehabilitation
importance of psychological and physical fitness
range of work-related illnesses
stress and its impact on individual and organisational effectiveness
concept of organisation health and organisational culture
range of assistance and support programs
responsibilities of organisations in supporting employees
role of external agencies in supporting employees
privacy legislation and its application
jurisdictional legislation applying to human resources including occupational health and safety and environment
equal employment opportunity, equity and diversity principles
national and/or international models of good practice in employee support

Evidence Guide

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:

PSPETHC501B Promote the values and ethos of public service

PSPGOV503B Coordinate resource allocation and usage

PSPGOV504B Undertake research and analysis

PSPGOV505A Promote diversity

PSPGOV507A Undertake negotiations

PSPGOV509A Conduct evaluations

PSPGOV511A Provide leadership

PSPGOV512A Use complex workplace communication strategies

PSLEGN501B Promote compliance with legislation in the public sector

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)

- coordination of employee support 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 employee support

information relating to employee assistance schemes

workplace scenarios and case studies to capture the range of situations likely to be encountered when coordinating employee support

EVIDENCE GUIDE

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 coordinating employee support, including coping with difficulties, irregularities and breakdowns in routine
- coordination of employee support 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

portfolios

projects

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

Range Statement

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 *italics* in the Performance Criteria is explained here.

Employee support may include

- counselling services
- rehabilitation services
- compensation
- preventative education
- support networks
- provision of contact officers
- safety programs
- flexible working arrangements
- provision of child care
- health care
- family support
- relief services
- sports and fitness facilities and/or activities
- social facilities
- addiction support (alcohol, drugs)
- support for postings
- employment assistance program

Stakeholders may include

- all those individuals and groups both inside and outside the organisation that have some direct interest in the organisation's behaviour, actions, products and services, such as:
 - employees at all levels of the organisation
 - other public sector organisations
 - union and association representatives
 - users of the human resource service
 - regulators
 - boards of management

RANGE STATEMENT

	government Ministers
<i>Trends may include</i>	increase/decrease in stress-related leave high turnover of certain demographic groups unrepresentative numbers of particular demographics at certain classification levels increased/decreased number of accidents increased/decreased complaints or grievance reports
<i>Legislation and guidelines may include</i>	Commonwealth and State/Territory legislation including equal employment opportunity, privacy legislation, anti-discrimination and employment law national and international codes of practice and standards the organisation's policies and practices government policy codes of conduct codes of ethics
<i>Promotion methods may include</i>	written documentation manuals policy and procedure statements guides information brochures and pamphlets oral advice and guidance one-on-one meetings small group meetings telephone contact and/or electronic mail training programs

Unit Sector(s)

Not applicable.

Competency field

Competency field Human Resource Management