



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **PSPHR507A Coordinate employee support**

**Revision Number: 3**

## PSPHR507A Coordinate employee support

### 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 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.

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.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

- |  |   |
|--|---|
| <p><b>1. Identify employee support needs</b></p> | <p>1.1 The present and future <i>employee support</i> needs of individuals, specific occupational groups and the organisation are identified through consultation with key <i>stakeholders</i>.</p> <p>1.2 Analysis of organisational information is conducted to identify <i>trends</i> that may be addressed/reversed through employee support services.</p> <p>1.3 Employee support needs are prioritised in accordance with organisational policy and procedures.</p>   |
| <p><b>2. Coordinate employee support</b></p>     | <p>2.1 Employee support is provided to meet the specific present and future needs of individuals, occupational groups and the organisation in accordance with <i>legislation and guidelines</i>.</p> <p>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.</p> <p>2.3 The principles of natural justice, equity and fairness are used as the basis for determining access to employee support.</p> <p>2.4 The availability of employment support is <i>promoted</i> within the organisation to facilitate awareness and access, and advice is provided on employee eligibility.</p> <p>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.</p> |

## 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

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

### Where and how to

Valid assessment of this unit requires:

**assess evidence**

- 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

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.

***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
  - government
  - Ministers

***Trends*** may include:

- increase/decrease in stress-related leave
- high turnover of certain demographic groups
- unrepresentative numbers of particular demographics at certain classification levels

***Legislation and guidelines*** may include:

- increased/decreased number of accidents
- increased/decreased complaints or grievance reports
- 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

***Promotion methods*** may include:

- 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**

Human Resource Management.