Australian Government

Department of Education, Employment and Workplace Relations

PSPWPR403A Support the provision of workplace relations information

Revision Number: 3

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

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Modification History

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

Unit Descriptor

This unit covers the ability to ensure that the provision of workplace relations information is current, relevant and effectively communicated. It includes researching and maintaining up-to-date knowledge of workplace relations matters; seeking and implementing continuous improvement in personal response capability; producing and reviewing system records and reports; and contributing to team discussions on process improvement.

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

Application of the Unit

In practice, people supporting the provision of workplace relations information may be working:

- as first line response staff in an advisory body, providing general advice and information to external clients, such as employees, employers, human resources staff and union members
- in the human resources division of an organisation, providing advice in response to internal queries

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	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 statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Develop workplace relations knowledge	1.1. Current and historical information on workplace relations framework and legislation is sourced, reviewed, interpreted and confirmed.
	1.2. Changes to workplace relations framework and legislation are *monitored*, interpreted and applied.
	1.3. Personal knowledge gaps are identified and appropriate training or information is sought in consultation with relevant manager.
	1.4. Complex issues are referred to senior staff and reviewed to develop knowledge.
2. Develop enquiry response capability	2.1. Roles and responsibilities of various *stakeholders* in workplace relations matters are identified and confirmed with colleagues and relevant managers.
	2.2. Common concerns and issues of various stakeholders in workplace relations matters, and past resolution details, are researched and interpreted to inform response to enquiries.
	2.3. Difficulties in providing information are resolved promptly or referred to appropriate persons according to organisational policies.
	2.4. Strategies for effective communication with *diverse enquirers* are researched, validated and implemented.
3. Interpret and communicate workplace relations information	3.1. Clients and colleagues are assisted to interpret the legislative requirements of workplace relations framework.
	3.2. Compliance with workplace relations is promoted with relevant colleagues, stakeholders and groups.
4. Produce and monitor required records and reports	4.1. Enquiry records are completed, checked for accuracy and reviewed to identify trends and information gaps.
	4.2. Records of referred enquiries are monitored to ensure resolution is achieved.
	4.3. System reports are produced according to workplace requirements.
5. Contribute to improvements in information provision	5.1. Call trends are discussed with colleagues and relevant managers and response options are considered and applied.
	5.2. Appropriate persons are notified of gaps in information resources.
	5.3. Call management strategies are shared with colleagues and relevant managers, and suggestions for improvement are suggested, solicited and incorporated into work processes.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- language and literacy skills to:
    - research and study complex documents
    - produce and review records and reports
    - participate in and contribute to team meetings
    - manage files
- self-management skills to:
    - assess own capabilities to adequately respond to enquiries
    - identify own learning and knowledge gaps
- learning skills to seek and implement continuous improvement in response capability
- interpersonal skills to use a range of strategies to communicate effectively with diverse enquirers
- teamwork skills to contribute to team discussions on process improvement
- planning and organisational skills to:
    - plan and prioritise work
    - handle queries efficiently
    - determine when it is appropriate to escalate response
- problem-solving skills to recognise problems or issues

Required knowledge

- workplace policies and procedures in relation to context of information being sought
- workplace relations framework
- relevant federal, state or territory, and local legislation relating to:
    - workplace relations
    - OHS
    - human rights and equal employment opportunity
    - privacy
- workplace relations information and issues, including:
    - types of employment
    - rights, roles and responsibilities of parties in an employment relationship
    - anti-discrimination
    - conditions and entitlements
    - transitional arrangements
    - union issues
    - factors indicating compliance, non-compliance and breach of workplace

relations legislation

- features and operation of information and communications technology and systems
- electronic and manual recording and reporting systems and procedures

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Assessment must confirm the ability to: - locate, interpret and apply relevant workplace relations information - communicate workplace relations information effectively to diverse stakeholders - identify gaps in personal knowledge and access information to improve understanding - monitor changes to workplace relations information - contribute to process improvements **Consistency in performance** Competency should be demonstrated by participation in a range of activities to improve personal and organisational ability to provide appropriate workplace relations information effectively to diverse stakeholders.
Context of and specific resources for assessment	Assessment must comply with: - organisational client management and health and safety procedures - applicable regulations and codes Access may be required to: - a simulated work environment - organisational policies and procedures - workplace relations information
Guidance information for assessment	The following assessment methods are suggested: - oral questioning about location of workplace relations information, identification of knowledge gaps, activities undertaken to improve knowledge and ability, and strategies for monitoring changes in workplace relations information - observation of the candidate participating in team meetings and contributing to process improvement - feedback from peers and/or supervisor that the candidate consistently seeks to improve the provision of workplace relations information - review of records completed by candidate or reports of performance. In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency that

are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. *Bold italicised* wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Monitoring workplace relations information may involve:	- participation in team meetings - regular review of staff bulletins, memos and emails - subscription to and review of: - relevant publications - internet news services - relevant website updates - research into current trends and issues
Stakeholders may include:	- employees - employers - trainees and apprentices - employee representatives - employer representatives - union representatives
Diverse enquirers may include:	- union members, representatives and officials - employer associations - employment agencies - trainees and apprentices - young people - people with a first language other than English - human resource and legal professionals - bargaining agents - students - vulnerable people or their guardians - people with disabilities - employers - employees

Unit Sector(s)

Not applicable.

Competency field

Workplace Relations.