



Australian Government

BSBHRM412 Support employee and industrial relations

Release: 1

BSBHRM412 Support employee and industrial relations

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to communicate and implement employee relations (ER) and industrial relations (IR) policies and procedures to effectively represent organisations and employers.

The unit applies to individuals who work in support positions, assisting others in dealing with ER and IR conflicts and issues.

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

Unit Sector

Technical Skills – Human Resources

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Support preparation of Employee and Industrial Relations processes	1.1 Source and share applicable legislation, agreements, policies and procedures with relevant stakeholders 1.2 Identify sources of specialist information 1.3 Support implementation of organisational agreements, policies and procedures according to relevant organisation, enterprise and statutory requirements 1.4 Communicate the organisation's ER and IR procedures to relevant stakeholders according to relevant organisation, enterprise and statutory requirements
2. Support industrial relations	2.1 Identify relevant terms and conditions of employment, employee entitlements, awards, agreements, and individual work contracts

ELEMENT	PERFORMANCE CRITERIA
	2.2 Provide support to relevant stakeholders in simple IR disputes 2.3 Provide support to relevant stakeholders in negotiation of employee awards, agreements, and workplace conditions 2.4 Record and maintain relevant documents
3. Support employee relations	3.1 Identify relevant grievance and conflict resolution processes 3.2 Provide support to relevant stakeholders in resolution of simple ER conflicts 3.3 Record and maintain relevant documents
4. Contribute to continuous improvement	4.1 Assist required stakeholders to identify issues in ER and IR processes 4.2 Contribute to development of continuous improvement activities 4.3 Record and maintain documentation relating to continuous improvement

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	Comprehends and analyses complex texts from a variety of sources and records to determine relevance to requirements or review implementation of strategies
Writing	Prepares required documents using language and structure appropriate to purpose and audience
Oral Communication	- Presents information and seeks advice using language and non-verbal features appropriate to audience and context - Participates in discussions using listening and questioning to elicit the views of others and to clarify or confirm understanding
Self-management	- Follows policies, procedures and legislative requirements and identifies implications of new legislation or regulation for self and others - Understands responsibilities and limits of own role - Plans and organises tasks required to achieve required outcomes, seeking advice from others, as required
Teamwork	- Selects and uses appropriate conventions and protocols when communicating with co-workers in a range of work contexts - Collaborates and cooperates with others to achieve required outcomes - Uses effective strategies to moderate conflict and negotiate solutions

Problem solving	Makes a range of critical and non-critical decisions in relatively complex situations
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Unit Mapping Information

Supersedes and is equivalent to BSBWRK411 Support employee and industrial relations procedures.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBHRM412 Support employee and industrial relations

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- prepare and support ER (employee relations) and IR (industrial relations) processes for an organisation or work area, on at least two occasions.

In the course of the above, the candidate must:

- locate information required to identify relevant legislation, agreements, policies and procedures
- use effective communication techniques to support the resolution of simple workplace grievances and conflicts
- provide accurate written and oral advice about industrial matters
- use strategies to monitor and gather feedback on the implementation of industrial relations policies and procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key aspects of ER and IR and application in the workplace
- relevant industrial relations policies and procedures
- key features of grievance resolution policy and procedures
- relevant legislation, codes of practice and national standards
- relevant state/territory and federal industrial relations systems
- key sources of expert advice relevant to performance evidence.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- relevant legislation, regulations, standards and codes
- relevant workplace policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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