



Australian Government

BSBHRM417 Support human resources functions and processes

Release: 1

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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 support work across a range of human resource functional areas.

The unit applies to individuals who require a broad understanding of human resource functions, associated policy frameworks and the administrative requirements to support these functions and policies.

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. Identify human resources functions	1.1 Identify business strategy and human resource strategy 1.2 Identify different human resource networks for human resource professionals 1.3 Identify information sources to obtain human resource data and information
2. Review policy and procedures frameworks	2.1 Identify policies and procedures relevant to the organisation 2.2 Analyse strengths and weaknesses of organisation's policies and procedures 2.3 Identify sustainability issues that relate to human resource functions
3. Apply ethical	3.1 Review ethical requirements associated with the human

ELEMENT	PERFORMANCE CRITERIA
framework	resource function 3.2 Apply ethical obligations to own role and decisions 3.3 Document behaviours associated with working ethically in the area
4. Analyse human resource metrics	4.1 Select relevant technology to gather workforce data and information to review human resource functions 4.2 Identify and use different sources of workforce data 4.3 Collate and analyse data and establish key trends and critical information
5. Report outcomes of review and analysis	5.1 Identify options for change relevant to organisation's culture 5.2 Identify and evaluate possible change barriers 5.3 Collate, analyse and document key findings relating to policy and procedure frameworks 5.4 Write report on outcomes of review and analysis 5.5 Develop recommendations for change

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	Critically evaluates and applies content from a range of structurally complex texts
Writing	Develops a range of documentation using tone, structure and language suited to context and audience
Self-management	- Takes responsibility for following explicit and implicit policies, procedures and legislative requirements - Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes - Makes routine decisions and implements standard procedures for routine tasks, using formal decision-making processes for more complex and non-routine situations
Problem solving	Contributes to continuous improvement of current work practices by applying basic principles of analytical and lateral thinking
Teamwork	- Selects and uses appropriate conventions and protocols when communicating with relevant stakeholder - Forms connections with others who can contribute to effective work outcomes

SKILL	DESCRIPTION
Technology	• Uses the main features and functions of digital tools to complete work tasks and access information

Unit Mapping Information

Supersedes and is equivalent to BSBHRM404 Review human resource functions.

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 BSBHRM417 Support human resources functions and processes

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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:

- on at least two occasions, support key human resource functions and/or processes for an organisation or work area.

In the course of the above, the candidate must:

- use appropriate technology to collect and analyse workforce data.

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 provisions of legal and compliance requirements that apply to the organisation
- relevant organisational policies and procedures
- relevant ethical parameters
- key features of information technology used to analyse human resource metrics
- roles and responsibilities of human resource practitioners
- types of human resources networks including local, state or territory, national and international.

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:

- business and human resource strategies
- human resource policies and procedures, including ethical framework
- relevant legislation, regulations and codes of practice
- workforce data.

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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