



Australian Government

Department of Education, Employment and Workplace Relations

LGADMIN423A Provide induction and orientation for new employees

Release 2

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Modification History

LGADMIN423A Release 2: Layout adjusted.

LGADMIN423A Release 1: Primary release.

Unit Descriptor

This unit covers developing, conducting and evaluating induction and orientation programs for new employees. The unit is suitable for those within the human resources area but could also be suitable for team leaders and managers.

Application of the Unit

This unit supports the attainment of skills and knowledge required for competent workplace performance in councils of all sizes. Knowledge of the legislation and regulations within which councils must operate is essential. The unique nature of councils, as a tier of government directed by elected members and reflecting the needs of local communities, must be appropriately reflected.

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 required 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 induction processes	1.1 Existing induction processes and procedures are identified and evaluated based on current and future needs of the organisation. 1.2 Consultation is undertaken with business units and other key stakeholders in developing processes and procedures. 1.3 Relevant information and organisational requirements are utilised in preparing induction documentation. 1.4 Content and methodology for induction processes are developed and documented. 1.5 Forms, procedures and induction processes are trialled and measured against objectives. 1.6 Processes and procedures are integrated with other key human resources function areas.
2. Manage induction of staff	2.1 Training and assistance are provided where required to all persons engaged in inducting staff. 2.2 Induction is undertaken in accordance with the induction plan. 2.3 Implementation of the induction is monitored against the induction plan. 2.4 Induction activities are coordinated in accordance with the induction plan. 2.5 Participant progress and the extent to which the induction process is meeting its objectives are monitored through feedback from participants and other relevant persons.
3. Evaluate induction processes	3.1 A reliable and valid evaluation methodology is developed and implemented. 3.2 Information from a variety of sources is collected and analysed in order to determine the effectiveness and efficiency of the induction process. 3.3 The evaluation methodology allows for the organisation's process to be compared with other models of good practice in induction. 3.4 Recommendations on modifications or enhancements are formulated for future revision of induction processes.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit

Required Skills

- effective consultation with stakeholders
- internal marketing and promotion
- project management and evaluation skills
- negotiation skills
- using a variety of words and language structures to explain complex ideas to different audiences
- interpreting and explaining complex formal documents and assisting others to apply them in the workplace
- written advice and reports requiring reasoning and precision of expression
- discussion using exchange of complex oral information
- cross-cultural, gender and disability competency

Required Knowledge

- legislation from all levels of government that affects business operation, especially in regard to occupational health and safety, environmental and sustainability issues, equal opportunity, industrial relations and anti-discrimination
- relevant terms and conditions of employment
- induction methods
- employee contracts
- industrial relations systems
- understanding of the concept of diversity
- equal employment opportunity
- terms and conditions of employment
- human resource policies and practices
- familiarity with models of good practice in induction
- range of evaluation methodology

Evidence Guide

Overview of assessment requirements

A person who demonstrates competency in this unit will be able to perform the outcomes described in the Elements to the required performance level detailed in the Performance Criteria. The knowledge and skill requirements described in the Range Statement must also be demonstrated. For example, knowledge of the legislative framework and safe work practices that underpin the performance of the unit are also required to be demonstrated.

Critical aspects of evidence to be considered

The demonstrated ability to:

- develop induction processes and procedures that meet the organisation's objectives and are integrated with other key human resource functions
- establish effective induction processes that facilitate the provision of information matched to organisational needs

Context of assessment

Competency is demonstrated by performance of all stated criteria, with particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope of the Range Statement. Assessment must take account of the endorsed Assessment Guidelines in the Local Government Training Package. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment. Assessment should reinforce the integration of the key competencies for the particular AQF level. Refer to the key competency levels at the end of this unit.

Relationship to other units(prerequisite or co-requisite units)

To enable holistic assessment this unit may be assessed with other units that form part of the job role.

Method of assessment

The following assessment methods are suggested:

- observation of the learner performing a range of workplace tasks over sufficient time to demonstrate handling of a range of contingencies
- written and/or oral questioning to assess knowledge and understanding
- completion of workplace documentation
- third-party reports from experienced practitioners
- completion of self-paced learning materials including personal reflection and feedback from trainer, coach or supervisor

Evidence required for demonstration of

Evidence should be collected over a set period of time that is sufficient to include dealings with an appropriate range and

consistent performance	variety of formal and informal situations, involving different types of problems and clients.
Resource implications	The learner and trainer should have access to appropriate documentation and resources normally used in the workplace.

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 in the Performance Criteria is detailed below.

<i>Other key stakeholders</i> may include:	• all those individuals and groups, inside and outside the organisation, with some interest in the organisation's behaviour, actions, products and services, including users of the human resource service, employees at all levels in the organisation and union or association representatives • management
<i>Information from a variety of sources</i> may include:	• basic statistical analysis • interviews with stakeholders • surveys • focus group interviews • research on existing programs • solicited and unsolicited feedback • organisational reviews • workplace management data • entry and exit interviews

Unit Sector(s)

Administration