



Australian Government

PSPHRM009 Provide advisory and mediation services

Release: 1

PSPHRM009 Provide advisory and mediation services

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPHR603B Provide advisory and mediation services. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to provide advisory and mediation services to promote positive employee relations. It includes counselling employees.

This unit applies to those working as human resource specialists.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently, performing complex tasks in a range of familiar contexts.

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

Competency Field

Human resource management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	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 of conditions section.

1. Advise and mediate with parties	1.1 Establish and agree upon an advisory and mediation process with parties. 1.2 Facilitate consultation between managers, supervisors, employees and union representatives. 1.3 Assess, interpret and provide relevant information to employees. 1.4 Undertake mediation between the parties where required. 1.5 Involve key stakeholders in negotiation, decision making and/or mediation processes. 1.6 Implement advisory and mediation services.
2. Counsel employees	2.1 Tailor counselling techniques and style to the situation and to a diverse workforce. 2.2 Apply active listening skills to formulate responses to employees. 2.3 Make referrals to support professionals and agencies to facilitate employee performance and well-being. 2.4 Maintain employee confidentiality.
3. Provide an employee information and advisory service	3.1 Promote employees' access to the information and advisory service. 3.2 Identify employee needs or problems and provide relevant information. 3.3 Inform employees of all realistic options and advise on the benefits and risks associated with each. 3.4 Research and provide advice. 3.5 Seek feedback from employees on the extent to which service meets needs. 3.6 Provide feedback from advisory service on themes that stem from organisational issues with recommendations for how these may be addressed.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPHR603B Provide advisory and mediation services.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPHRM009 Provide advisory and mediation services

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- explaining ideas to different audiences and obtaining their agreement
- interpreting and explaining complex, formal documents and assisting others to apply them in the workplace
- preparing written advice and reports requiring reasoning and precision of expression
- undertaking discussion using exchange of complex oral information

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- procedures for handling complaints and grievances
- case preparation and presentation techniques
- conflict resolution techniques
- negotiation and mediation techniques
- external industrial relations systems
- enterprise and workplace bargaining
- changing economic, social, demographic and labour market conditions and educational trends
- government employment relations system
- organisational goals, policies and procedures relating to advisory and mediation services
- jurisdictional legislation applying to advisory and mediation services, including privacy legislation, work health and safety, and environment

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>