



Australian Government

PSPMGT002 Facilitate people management

Release: 1

PSPMGT002 Facilitate people management

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 PSPMNGT603B Facilitate people management. • 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 implement people management strategies, plans and processes within the business unit in cooperation with specialist human resources personnel. It includes undertaking human resource planning, managing the performance of individuals, managing learning and development, managing grievance procedures, counselling employees and managing employee rehabilitation.

This unit applies to those working in management roles where they are in charge of personnel.

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 autonomously, supervising others, 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

Management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe	Performance criteria describe the performance needed to demonstrate

the essential outcomes	achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Undertake human resource planning	1.1 Determine or review human resource needs in accordance with the organisation's short and long term needs, the anticipated business unit needs and the allocated budget. 1.2 Compare existing competencies of staff with the needs of the business unit and develop plans to address shortfalls. 1.3 Develop alternatives to staffing levels which meet key provisions of the human resource plan. 1.4 Recruit, select and nominate staff in accordance with business needs. 1.5 Translate the organisational strategy into performance goals and objectives.
2. Manage performance of individuals	2.1 Link performance management criteria to business unit and identify strategic and operational goals in accordance with the performance management system and obtain agreement in consultation with staff. 2.2 Confirm performance requirements with staff and apply performance management processes in accordance with the performance management system. 2.3 Implement equitable performance management processes. 2.4 Conduct performance management meetings, interviews and discussions within the principles of industrial democracy and participative, consultative processes. 2.5 Identify and respond to outstanding performance and performance below agreed standards to maximise the effectiveness of workplace performance. 2.6 Motivate staff to improve their work performance through regular feedback, reflecting and acting on workplace experiences, coaching and mentoring arrangements, or through organisational reward and recognition strategies.
3. Manage learning and development	3.1 Develop performance improvement strategies that identify current learning needs and anticipate future requirements. 3.2 Address areas identified for improvement through selection and implementation of learning and development strategies to suit a diverse workforce. 3.3 Promote information about learning and development activities to staff.
4. Manage grievance procedures	4.1 Manage grievances and complaints in a manner which optimises the likelihood of a positive outcome. 4.2 Document and communicate individuals rights and obligations under industrial awards and/or agreements and legislation in a clear and concise manner.

	4.3 Conduct meetings and interviews within the principles of industrial democracy and participative, consultative processes.
5. Counsel employees	5.1 Offer counselling to support employees in relation to work and/or personal difficulties, and career aspirations. 5.2 Choose techniques and counselling styles that are appropriate to the situation and cater for a diverse workforce base. 5.3 Use active listening skills to formulate responses to employees. 5.4 Make referrals to appropriate support professionals and agencies to facilitate employee performance and well-being 5.5 Document outcomes and maintain employee confidentiality.
6. Manage employee rehabilitation	6.1 Establish a return to work program for an injured employee in consultation with the employee and a rehabilitation specialist. 6.2 Establish a system to monitor the return to work program. 6.3 Engage with injured employee through all parts of the return to work program. 6.4 Maintain records of the work program.

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 PSPMNGT603B Facilitate people management.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPMGT002 Facilitate people management

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.

- facilitating learning, coaching and mentoring
- negotiating and counselling
- using a variety of words and language structures to explain complex ideas to different audiences
- preparing written advice and reports requiring reasoning and precision of expression
- engaging in discussion using exchanges 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.

- performance management processes
- recruitment, selection and induction procedures
- range of training and development strategies
- principles of adult learning
- range of facilitation techniques
- development needs analysis techniques
- the concept of rehabilitation
- grievance procedures and strategies
- counselling techniques
- employee assistance services

- organisational goals, policies and procedures
- the concept of diversity and its integration within and across all human resource and management functions and areas
- the relationship between effective human resource functions and the attainment of business unit objectives
- knowledge of the organisation's career and human resource development strategies, programs and plans
- jurisdictional legislation applicable to management and human resource management functions

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.

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