



Australian Government

Department of Education, Employment and Workplace Relations

PSPHR603B Provide advisory and mediation services

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers the provision of advisory and mediation services by human resource specialists to promote positive employee relations. It includes advising and mediating with parties, counselling employees and providing an employee information and advisory service. In practice, the provision of advisory and mediation services overlaps with other generalist and specialist workplace activities such as managing diversity, managing policy implementation, managing employment relations, managing performance management processes.

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

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Advise and mediate with parties	1.1 An advisory and mediation process is established and agreed with parties to facilitate positive work relations. 1.2 Consultation between managers, supervisors, employees and union representatives is facilitated. 1.3 Relevant information is assessed, interpreted and provided in a format which is understandable to employees. 1.4 Mediation between the parties is undertaken where required in accordance with organisational policy and procedures. 1.5 Key stakeholders are involved in negotiation, decision making and/or mediation processes. 1.6 Advisory and mediation services are implemented in accordance with legislation and policy.
2. Counsel employees	2.1 Counselling techniques and style are tailored to the situation and cater for a diverse workforce. 2.2 Active listening skills are applied to formulate responses to employees. 2.3 Referrals to support professionals and agencies are made to facilitate employee performance and well-being. 2.4 Employee confidentiality is maintained.
3. Provide an employee information and advisory service	3.1 Employees' access to the information and advisory service is promoted. 3.2 Employee needs or problems are identified and information provided is accurate, relevant and timely. 3.3 Employees are informed of all realistic options and advised on the benefits and risks associated with each. 3.4 Advice is researched and provided in accordance with government and the organisation's policy. 3.5 Feedback is obtained from employees on the extent to which service meets needs. 3.6 Feedback is provided from advisory service on themes that stem from organisational issues with recommendations for how these may be addressed.

Required Skills and Knowledge

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

Skill requirements

Look for evidence that confirms skills in:

- undertaking effective consultation with stakeholders
- using counselling, negotiation, mediation and conflict resolution
- using a variety of words and language structures to explain ideas to different audiences and obtain 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
- responding to diversity, including gender and disability

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- 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
- equal employment opportunity, equity and diversity principles
- jurisdictional legislation applying to advisory and mediation services such as privacy legislation, occupational health and safety and environment

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC601B Maintain and enhance confidence in public service
 - PSPGOV601B Apply government systems
 - PSPHR613A Manage retention and separation
 - PSPHR614A Manage employment relations
 - PSPHR616A Manage performance management system
 - PSPHR617A Manage redeployment
 - PSPHR619A Manage remuneration strategies and plans
 - PSPLEGN601B Manage compliance with legislation in the public sector
 - PSPMNGT605B Manage diversity
 - PSPPOL603A Manage policy implementation

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- the provision of advisory and mediation services in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policies and procedures relating to advisory and mediation services
- workplace scenarios and case studies to capture the range of situations likely to be encountered when providing advisory and mediation services
- environmental factors and relevant workplace materials that relate to advisory and mediation services

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when providing advisory and mediation services, including coping with difficulties, irregularities and breakdowns in routine
- the provision of advisory and mediation services in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- portfolios
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

Parties may include:

- employees
- workplace diversity officers
- managers
- union representatives
- employee groups
- employee associations
- government officials

Stakeholders may include:

- all those individuals and groups both inside and outside the organisation, that have some direct interest in the organisation's behaviour, actions, products and services, such as:
 - users of the human resource service
 - employees at all levels of the organisation
 - workplace diversity officers
 - other public sector organisations
 - union and association representatives
 - boards of management
 - government
 - Ministers

Advisory and mediation services may include:

- mediation
- conflict resolution
- grievance handling
- career development
- employee counselling
- employee contracts
- employee conditions
- occupational health and safety
- organisational development and change
- performance management
- recruitment and selection
- training and development
- workers compensation

Legislation and policy
may include:

- Commonwealth and State/Territory legislation including equal employment opportunity, anti-discrimination and employment law
- national and international codes of practice and standards
- the organisation's policies and practices
- government policy
- codes of conduct
- codes of ethics
- public sector standards

Support professionals and agencies may include:

- counselling services
- mediation services
- support networks
- employee assistance programs

Methods of promotion of the information and advisory service may include:

- written documentation
- manuals
- policy and procedure statements, guides
- information brochures and pamphlets
- oral advice and guidance
- one-on-one meetings
- small group meetings
- telephone contact and/or electronic mail
- training programs

Unit Sector(s)

Not applicable.

Competency field

Human Resource Management