



Australian Government

Department of Education, Employment and Workplace Relations

PSPHR618A Manage human resource information

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 management and development of a system to collect and safeguard human resource information, enabling the organisation to make strategic, tactical and operational business decisions. It includes managing the provision of human resource information, and managing system implementation and ongoing development.

In practice, human resource information management overlaps with other generalist and specialist workplace activities such as managing resources, managing policy implementation, managing change, managing risk.

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. Manage the provision of human resource information	1.1 Human resource information needs and sources in the organisation are identified through consultation with key stakeholders. 1.2 Processes for collecting information and assigning responsibilities and accountabilities are developed in consultation with key stakeholders to provide information to support organisational and business unit decision making. 1.3 The system is developed and/or customised to provide information for those who require it, in a timely manner, and in a format which meets organisational and client needs. 1.4 The information management system is designed to meet records management requirements for information, security and privacy. 1.5 The system is structured to provide for data analysis of past, present and future human resources in accordance with legislation, policy and procedures. 1.6 Information is made available to facilitate effective implementation, monitoring and evaluation of the system.
2. Manage implementation and ongoing development of the information system	2.1 The system and its uses are promoted within the organisation to facilitate awareness and access. 2.2 Processes are developed and implemented to monitor the effectiveness of the system in accordance with contractual obligations, legislation, organisational policy and needs, and in consultation with managers. 2.3 External and/or internal trends or events which have an effect on the system are monitored and responses are formulated. 2.4 The system is monitored to gauge its effectiveness in meeting organisational requirements. 2.5 The system is monitored to detect and prevent confidentiality breaches. 2.6 Adjustments to the system are implemented as a result of monitoring.

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 and negotiation with stakeholders
- interpreting and explaining complex, formal requirements and assisting others to apply them in the workplace
- using technology to develop/customise and manage a human resource information system
- preparing written advice requiring reasoning and precision of expression
- responding to diversity, including gender and disability

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- equal employment opportunity, equity and diversity principles
- human resource policies and practices, strategy and planning
- scope and functionality of the organisational human resource information system
- information processing requirements
- information system audits
- jurisdictional legislation applying to human resources including occupational health and safety and environment
- national and/or international models of good practice in human resource information systems
- organisational policy, procedures and guidelines
- personnel records systems and principles of records management
- privacy and security of information
- freedom of information legislation
- relationships between human resource functions
- user needs

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
 - PSPLEGN601B Manage compliance with legislation in the public sector
 - PSPMNGT602B Manage resources
 - PSPMNGT604B Manage change
 - PSPMNGT608B Manage risk
 - PSPMNGT611A Manage evaluations
 - PSPMNGT614A Facilitate knowledge management
 - 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)
- management of human resource information 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 human resource information management
- workplace scenarios and case studies to capture the range of situations likely to be encountered when managing human resource information
- information management manuals/guidelines and other relevant workplace materials

Where and how to

Valid assessment of this unit requires:

assess evidence

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when managing a human resource information system, including coping with difficulties, irregularities and breakdowns in routine
- management of human resource information 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
- observation
- portfolios
- projects
- questioning
- scenarios
- 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.

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 services
 - employees at all levels of the organisation
 - other public sector organisations
 - inter-agency forums
 - union and association representatives
 - senior committees
 - boards of management
 - government committees
 - government
 - Ministers

Information requests may be in relation to:

- legislative requirements
- workforce planning
- performance management
- recruitment and selection
- employee relations
- separation employees
- employee support
- career development
- organisational development
- human resource development

Information management processes may include:

- collection
- storage
- retrieval
- archiving
- disposal of data
- trend analysis

Legislation, policy and procedures may include:

- Commonwealth and State/Territory legislation including equal employment opportunity, privacy, freedom of information and anti-discrimination law

Information to support implementation of the system may include:

- 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
- security policies and procedures
- manuals
- policy and procedure statements
- guides
- information brochures and pamphlets
- electronic mail
- training
- job aids

Promotion of the system may include:

- written documentation
- manuals
- policy and procedure statements
- guides
- information brochures and pamphlets
- oral advice and guidance
- meetings with individuals and/or groups
- telephone contact and/or electronic mail
- training programs
- change management strategies for implementation of new/revised systems

Internal and external factors impacting upon the system may include:

- changed financial or political circumstances
- downsizing or organisation restructuring
- retention of high performing employees
- opportunities for outsourcing
- changes in legislation or core business activities
- changes in activities or aspirations of customers
- organisational changes
- labour market

Unit Sector(s)

Not applicable.

Competency field

Human Resource Management