



Australian Government

Department of Education, Employment and Workplace Relations

PSPWPR402A Respond to general workplace relations enquiries

Revision Number: 3

PSPWPR402A Respond to general workplace relations enquiries

Modification History

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

Unit Descriptor

This unit covers the competencies required to respond to enquiries about general workplace relations matters. It includes clarifying the enquiry, accessing standard information and providing general advice according to the level of authority.

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

Application of the Unit

In practice, people responding to enquiries may be working:

- as first line response staff in an advisory body, providing general advice to external clients, such as employees, employers, human resources staff and union members
- in the human resources division of an organisation, providing advice in response to internal queries

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 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. Prepare to respond to workplace relations enquiries	1.1. Scope of authority to give information and advice is identified and interpreted. 1.2. Understanding of role and responsibilities is confirmed with relevant manager. 1.3. Frequently asked questions are identified and standard responses noted. 1.4. Procedures for enquiries falling outside scope of authority are identified and interpreted. 1.5. Information sources are identified and different types of information are located and reviewed to facilitate timely retrieval.
2. Clarify the details of enquiries	2.1. Nature of workplace relations enquiry is established by listening and paraphrasing according to workplace procedures. 2.2. Details of enquiry are elicited using appropriate questioning techniques. 2.3. Communication with clients is managed according to workplace procedures. 2.4. Potential conflict of interest is identified and where conflict exists, the issue is referred according to workplace procedures.
3. Provide relevant information	3.1. Workplace relations information is researched and confirmed as relevant to enquiry. 3.2. Workplace relations information is relayed in a clear, concise manner appropriate to enquirer's needs. 3.3. Client enquiries arising from relayed information are answered within scope of authority. 3.4. Complex queries and difficult calls are referred to appropriate persons according to workplace procedures.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- interpersonal skills to:
 - provide effective customer service
 - relate to people from diverse backgrounds and with diverse needs
- teamwork skills to:
 - ensure consistent responses and timely escalation of issues
 - develop skills and knowledge in responding to enquiries
- time-management skills to:
 - efficiently address enquiries
 - facilitate management of enquiry queue
- communication skills, including:
 - telephone techniques
 - active listening
 - paraphrasing
 - questioning skills
 - ability to adapt communication style to suit audience
 - substituting technical jargon with plain English
 - assertive communication
 - conflict resolution
- language and literacy skills to:
 - identify frequently asked questions and apply standard responses
 - access standard information from enquirer and clarify enquiry
 - locate, research and interpret workplace relations information
 - write and report
- technology skills to operate information and communications technology and software systems
- learning skills to stay abreast of workplace relations legislative changes and outcomes from court related matters
- self-management skills to recognise problems or issues
- problem-solving skills to deal with enquirers with sometimes complex queries
- planning and organising skills to:
 - keep records
 - manage files
 - plan and prioritise work

Required knowledge

- workplace policies and procedures, including scope of authority of own role

- workplace relations framework
- relevant federal, state or territory, and local legislation relating to:
 - workplace relations
 - OHS
 - human rights and equal employment opportunity
 - privacy
- workplace relations information and issues, including:
 - types of employment
 - rights, roles and responsibilities of parties in an employment relationship
 - conditions and entitlements
 - transitional arrangements
 - union issues
 - factors indicating compliance, non-compliance and breach of workplace relations legislation
- features and operation of information and communications technology and systems
- electronic and manual recording and reporting systems and procedures

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Competency must be demonstrated by responding to a range of general workplace enquiries

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- apply scope of authority and refer or escalate enquiries that fall beyond scope
- locate and use information sources to provide relevant response to enquiries
- apply communication strategies to ensure responses to enquiries meet quality and productivity standards
- provide responses to a range of enquiries from diverse enquirers

Consistency in performance

Competency should be demonstrated by responding to a range of enquiries, including both written and verbal enquiries.

Context of and specific resources for assessment

Assessment must comply with:

- organisational client-management and health and safety procedures
- applicable regulations and codes.

Access may be required to:

- a simulated work environment
- organisational policies and procedures
- workplace relations information

Guidance information for assessment

The following assessment methods are suggested:

- questioning about relevant legislation, the workplace relations framework, and workplace relations information and issues
- observation of the candidate responding to a range of incoming enquiries from diverse enquirers about a variety of common workplace relations issues
- feedback from peers and/or supervisor that the candidate consistently applies relevant workplace procedures
- review of records completed by candidate or reports of performance

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency

that are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Scope of authority may include that relating to:

- definitions of types of enquiry to be accepted and types to be referred, including details of appropriate persons for referral
- details of type, level and format of advice to be given, including:
 - sources of information to be used for advice
 - restrictions on variations to prescribed advice

Workplace relations enquiries may relate to:

- legislation, codes and national standards relevant to the workplace
- relevant employment contracts and industrial instruments

Workplace procedures may include those relating to:

- OHS
- code of conduct
- recording and reporting
- privacy and privacy disclaimers
- scope of authority
- referral
- conflict of interest

Communication may be oral or written and may include:

- using correct scripts and acceptable variation from scripts
- using plain English
- using interpreters
- establishing rapport while remaining impartial
- adapting communication to suit audience
- using assertive communication

Workplace relations information may include:

- workplace conditions and entitlements, including:
 - maximum weekly hours of work
 - leave, including:
 - annual leave
 - parental leave and related entitlements
 - personal/carer's leave and compassionate leave
 - community service leave
 - long service leave

- requests for flexible working arrangements
 - public holidays
 - notice of termination and redundancy pay
 - minimum wages
- rights, roles and responsibilities of individuals or groups, including:
 - employers
 - employees
 - Fair Work Australia
 - state industrial relations commissions
 - unions
 - independent contractors
- legislation, codes and standards relevant to the workplace, such as:
 - Fair Work Act 2009
 - Independent Contractors Act 2006
 - Australian Workplace Relations Act 1996
 - Public Service Act 2008
 - Public Service Regulation 2008
 - state public sector management legislation
 - award and enterprise agreements and relevant industrial instruments
 - transitional arrangements
 - other relevant federal, state or territory, and local legislation relating to:
 - OHS
 - human rights and equal employment opportunity
 - industrial relations
 - immigration
 - superannuation
 - workers compensation
 - long service leave
 - relevant industry codes of practice
 - note: legislation, codes and standards are subject to change and current relevant versions should be researched
- relevant employment contracts or industrial instruments, such as:
 - employee collective agreement (ECA)
 - union collective agreement (UCA)
 - employee greenfield agreement (EGA)

- union greenfield agreement (UGA)
- Australian workplace agreement (AWA)
- individual transitional employment agreement (ITEA)
- enterprise bargaining agreement (EBA)
- notional agreement preserving state award (NAPSA)
- preserved state agreement (PSA)
- enterprise agreement
- multi enterprise agreement
- single enterprise agreement
- multiple business agreement (MBA)
- common law contract (CLC)
- federal award
- state award
- contract for award-free employees

Unit Sector(s)

Not applicable.

Competency field

Workplace Relations.