



Australian Government

PUAFIR503 Coordinate human resource management activities

Release: 1

PUAFIR503 Coordinate human resource management activities

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to coordinate and implement a range of human resource management activities.

The unit applies to personnel responsible for managing human resources for a designated area of responsibility and applying organisational policies including equal employment opportunity, industrial awards and Work, Health and Safety (WHS)/Occupational Health and Safety (OHS). A designated area of responsibility may include a region, brigade or a business unit or department.

The fire sector is those sections of government departments, statutory authorities or organisations that have responsibility under jurisdictional arrangements for the delivery of firefighting and fire management services.

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

Pre-requisite Unit

Not applicable.

Competency Field

Fire

Unit Sector

Fire

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Identify and interpret industrial agreements and

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Industry awards and workplace agreements are interpreted and applied

awards

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| | 1.2 | Organisational policies that relate to industrial relations are communicated to all personnel, in accordance with organisational procedures and employee consultative processes |
| | 1.3 | Unions are consulted, in accordance with organisational procedures |
| 2 Settle employee grievances and complaints | 2.1 | Grievances and complaints are received, recorded and treated confidentially, in accordance with organisational procedures |
| | 2.2 | Investigation of grievances and complaints is undertaken, in accordance with organisational procedures |
| | 2.3 | Findings of the investigation are concluded and appropriate action is taken |
| | 2.4 | Settlement of grievances and complaints is undertaken, in accordance with organisational policies, procedures and legislation |
| 3 Applying human resource legislation | 3.1 | Human resource legislation requirements are identified and implemented within the organisation |
| | 3.2 | Organisational policies and procedures are implemented to ensure the working environment is equitable, safe and conforms to legislation, government policy |
| | 3.3 | Management is advised of unsafe or discriminatory situations within the organisation that requires intervention |
| 4 Administer disciplinary procedures | 4.1 | Disciplinary matters are investigated to examine possible actions and designated personnel are sent a comprehensive briefing |
| | 4.2 | Disciplinary matters are dealt with, in accordance with organisational procedures |
| 5 Appraise personnel and coordinate progression activities | 5.1 | Personnel are informed of progression and promotional opportunities |

	5.2	Activities related to providing promotional opportunities are coordinated, in accordance with organisational procedures
	5.3	Confidentiality of performance appraisal is maintained, in accordance with organisational procedures
6 Evaluate and utilise expertise of personnel	6.1	Specific strengths and weaknesses of personnel are identified and utilised for the attainment of work group outcomes and job satisfaction
	6.2	Individual and work group development is supported by facilitation of team building activities
7 Produce succession plans	7.1	Succession plans are produced and implemented to assist with the smooth transition of personnel from one job to another
	7.2	Information on competencies and other organisational requirements for each job role is communicated to all personnel
8 Establish performance indicators	8.1	Organisational performance indicators are established
	8.2	Individuals and work groups in the organisation are informed of performance standards and indicators
	8.3	Performance indicators are reviewed with individuals and work groups to ensure they match organisational requirements
9 Identify development needs of personnel	9.1	Human resource planning advice is sought from appropriate sources, if required, when scoping personnel development needs
	9.2	Training and development needs of personnel are identified
	9.3	Plans for personnel development are implemented, in accordance with organisational procedures and practices
	9.4	Personnel are encouraged to acquire new skills and to develop existing knowledge and skills

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of

competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUAFIR503B Coordinate human resource management activities.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUAFIR503 Coordinate human resource management activities

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- administering disciplinary procedures
- applying human resource legislation
- applying Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) organisational requirements
- appraising personnel and coordinating job progression activities
- conducting investigations into grievances and complaints
- establishing organisational/workplace performance indicators
- evaluating expertise of personnel
- facilitating work group building activities
- identifying and interpreting industrial policies, agreements and awards
- identifying development needs of personnel
- implementing human resource management policies
- producing workplace succession plans
- providing informal feedback
- resolving employee grievances and complaints by applying grievance procedures

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of

- conflict resolution techniques
- employee performance appraisals
- grievance and complaint procedures
- industrial relations system – internal and external
- industry agreements and award conditions
- job and/or career progression and succession planning
- legislation related to Human Resources (HR)
- organisational documentation, policies and procedures including equal employment opportunity policies, procedures, guidelines and responsibilities and disciplinary procedures

- role of HR manager
- sources and reasons for grievances
- sources for HR information
- team building facilitation
- Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) organisational requirements including risk mitigation

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in industry approved simulated workplace operational situations that reflect workplace conditions.

Competency should be demonstrated over time and in a wide range of contexts.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operation manuals.

Links

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