



Australian Government

Assessment Requirements for SIRXHRM002 Maintain employee relations

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- access and correctly interpret current information on relevant industry employment legislation, awards and agreements
- use appropriate communication styles and follow organisational policies and procedures and relevant legislation to:
 - communicate employment legislation, awards and agreements to one team member as relevant to their job role
 - counsel one team member on an employment related issue
 - resolve one employment related dispute and one employment related grievance.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures and key aspects of relevant legislative requirements for:
 - workplace ethics
 - unfair dismissal
 - shift availability or non-attendance
 - shift rosters
 - interpersonal conflict
 - conflict management
 - grievances, counselling and discipline
 - personal animosity
 - discriminatory behaviour
 - harassment
 - equal opportunity issues
 - non-compliance with policies and procedures
 - part time, casual, full time work, contract employment
 - traineeships

- key aspects of employee and employer rights and responsibilities in regards to awards and agreements in retail workplace
- key aspects of relevant legislation and industry codes of practice:
 - Equal Employment Opportunity (EEO)
 - anti-discrimination
 - unfair dismissal
 - workplace relations
 - Work Health and Safety (WHS)
- responsibilities of employers and employees under an Australian Apprenticeship contract of training (as applicable to the workplace)
- communication techniques for dealing with employment related issues
- current industrial awards and agreements.

Assessment Conditions

Skills must be demonstrated in:

- an industry workplace
- a simulated retail work environment.

Assessment must ensure access to:

- relevant documentation:
 - current industrial awards and agreements
 - organisational policies and procedures as outlined in the Knowledge Evidence
 - relevant legislation and industry codes of practice as outlined in the Knowledge Evidence
- team members; these can be:
 - individuals in an industry workplace, or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>