



Australian Government

SIRXHRM002 Maintain employee relations

Release: 1

SIRXHRM002 Maintain employee relations

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to maintain employee relations in the workplace and implement dispute and grievance procedures when employment related issues occur.

It applies to individuals working in frontline management roles in a diverse range of industry sectors and business contexts. They operate independently with some responsibility for others and decision making, and within established organisational policies and procedures.

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

Pre-requisite Unit

Nil

Competency Field

Human Resource Management

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Apply relevant industrial awards, agreements and legislation to the workplace.
2. Minimise potential industrial

PERFORMANCE CRITERIA

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

- 1.1. Identify and accurately interpret relevant industrial awards, agreements and legislation.
- 1.2. Apply relevant awards and agreements accurately and consistently to all team members.
- 1.3. Inform team members of changes in awards and agreements.
- 1.4. Provide information on relevant awards and agreements to team members as requested.
- 2.1. Provide regular opportunities for team members to

- problems.
- discuss problems that directly or indirectly affect their work.
- 2.2. Counsel team members on workplace issues as required, in a positive and constructive manner or refer to appropriate personnel when necessary.
- 2.3. Identify potential and actual conflicts between team members and take remedial action.
- 2.4. Accurately maintain records of team member counselling and conflict, including outcomes.
3. Implement dispute settlement procedures.
- 3.1. Follow organisational dispute and grievance policies and procedures accurately and promptly in the instance of workplace disputes.
- 3.2. Inform team members of current organisational dispute and grievance policies and procedures.
- 3.3. Apply all policies and procedures in an impartial manner.
- 3.4. Record details of all disputes or grievances accurately and completely, and make available to authorised personnel.
- 3.5. Refer unsettled disputes or grievances to relevant personnel.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	interpret sometimes complex legislative documentation relevant to employee relations.
Self-management skills to:	demonstrate tact, sensitivity and neutral stance when dealing with employee relations issues.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for SIRXHRM002 Maintain employee relations

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.

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