



Australian Government

SIRXHRM002 Maintain employee relations

Release: 1

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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: | <ul style="list-style-type: none"> interpret sometimes complex legislative documentation relevant to employee relations. |
| Self-management skills to: | <ul style="list-style-type: none"> 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>