



Australian Government

Department of Education, Employment and Workplace Relations

SIRXMGT002A Maintain employee relations

Revision Number: 2

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Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to maintain employee relations. It involves identifying awards and agreements, minimising potential industrial problems, and implementing dispute and grievance procedures.

Application of the Unit

This unit applies to team leaders or manager who are responsible for the maintenance of positive employee relations by acting to identify and minimise potential industrial problems, and implement dispute and grievance procedures where necessary, according to store policy and procedures and local statutory requirements.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance criteria
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 required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Identify awards and agreements.	1.1. Identify and interpret relevant awards and agreements accurately. 1.2. Apply relevant awards and agreements accurately and equally to all staff . 1.3. Regularly and accurately inform staff of changes in awards and agreements. 1.4. Make copy of relevant awards and agreements available to employee if requested.
2. Identify and minimise potential industrial problems.	2.1. Regularly provide opportunities for staff to discuss problems that directly or indirectly affect their work. 2.2. Counsel staff, if required, in a positive and constructive manner or refer to appropriate personnel when necessary. 2.3. Promptly identify potential and actual conflicts between staff and take effective remedial action as soon as practicable. 2.4. Apply remedial action, according to store policy and procedures and legislative requirements . 2.5. Accurately maintain records of conflict and outcomes according to store policy.
3. Implement dispute settlement procedures.	3.1. Promptly identify disputes or grievances. 3.2. Apply store dispute and grievance procedures and legislative requirements accurately and promptly. 3.3. Accurately inform staff of current procedures and policies. 3.4. Apply all procedures and policies in an impartial manner. 3.5. Accurately and completely record details of all procedures and make available to authorised personnel. 3.6. Promptly refer unsettled disputes or grievances to management. 3.7. Promptly refer recommendation for improvements to dispute and grievance procedures to management.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- interpersonal skills to:
 - provide information to staff about changes to awards/agreements
 - provide information to staff about current dispute and grievance procedures
 - provide counselling through clear and direct communication
 - ask questions to identify and confirm requirements
 - empathise
 - observe
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
 - resolve conflict
- literacy skills to:
 - comprehend and interpret relevant workplace documents
 - generate workplace documents

Required knowledge

- store policy, procedures and legislative requirements in regard to:
 - workplace ethics
 - unfair dismissal
 - shift availability or non-attendance
 - staff rosters
 - interpersonal conflict
 - grievance procedures
 - personal animosity
 - discriminatory behaviour
 - harassment
 - staff counselling and disciplinary procedures
 - equal opportunity issues
 - non-compliance with store policy and procedures
 - part-time, casual, full-time work, contract employment
 - traineeships
- store organisational structure
- rights and responsibilities of employers and employees in retail workplace
- responsibilities of employers and employees under an Australian Apprenticeship contract of training
- relevant legislation and statutory requirements
- relevant industry codes of practice

- principles and techniques for interpersonal communication

Evidence Guide

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

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

Evidence of the following is essential:

- consistently and responsibly applies store policy and procedures in regard to industry codes of practice relating to employee relations
- knows and consistently applies state and local statutory requirements and regulations, including relevant industry awards and agreements
- knows and consistently applies safe work practices in regard to the provision of services according to the relevant WHS legislation
- consistently and responsibly applies store policy and procedures in regard to identifying and minimising potential industrial problems and implementing dispute and grievance procedures
- consistently and responsibly applies store policy and procedures and legislative requirements in regard to external and internal client contact, especially the use of non-discriminatory language and attitudes
- knows employees' and employers' rights and responsibilities in regards to awards and agreements.

Context of and specific resources for assessment

Assessment must ensure access to:

- a real or simulated work environment
- a range of employees or customers or case studies dealing with a variety of industrial relations issues
- relevant documentation, such as:
 - awards and agreements
 - store policy and procedures relating to grievances, counselling and discipline
 - store rosters
 - legislation and statutory requirements.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- a role play

- third-party reports from a supervisor
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIRXMGT001A Coordinate work teams.

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 in the performance criteria is detailed below.

Staff may include:

- full-time, part-time or casual
- under contract
- people with varying degrees of language and literacy
- people from a range of cultural, social and ethnic backgrounds
- people with a range of responsibilities and job descriptions.

Appropriate personnel may include:

- team leader
- supervisor
- manager.

Interpersonal ***conflict***:

- may occur with or between:
- individuals
- teams
- customers
- management
- may be minimised formally or informally
- is minimised to:
- promote effective working relationships
- prevent disciplinary or grievance procedures becoming necessary.

Store policy and procedures in regard to:

- employee relations.

Legislative requirements may include:

- relevant industry awards and agreements
- equal employment opportunity (EEO)
- anti-discrimination
- unfair dismissal
- workplace relations
- industry codes of practice.

Records systems may be:

- manual
- electronic.

Dispute and grievance procedures may be initiated by:

- management
- staff
- staff representative.

Unit Sector(s)

Cross-Sector

Competency field

Management and Leadership