



Australian Government

Assessment Requirements for BSBHRM412 Support employee and industrial relations

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- prepare and support ER (employee relations) and IR (industrial relations) processes for an organisation or work area, on at least two occasions.

In the course of the above, the candidate must:

- locate information required to identify relevant legislation, agreements, policies and procedures
- use effective communication techniques to support the resolution of simple workplace grievances and conflicts
- provide accurate written and oral advice about industrial matters
- use strategies to monitor and gather feedback on the implementation of industrial relations policies and procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key aspects of ER and IR and application in the workplace
- relevant industrial relations policies and procedures
- key features of grievance resolution policy and procedures
- relevant legislation, codes of practice and national standards
- relevant state/territory and federal industrial relations systems
- key sources of expert advice relevant to performance evidence.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- relevant legislation, regulations, standards and codes
- relevant workplace policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>