



**Australian Government**

# **BSBHRM412 Support employee and industrial relations**

**Release: 1**

## BSBHRM412 Support employee and industrial relations

### Modification History

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

### Application

This unit describes the skills and knowledge required to communicate and implement employee relations (ER) and industrial relations (IR) policies and procedures to effectively represent organisations and employers.

The unit applies to individuals who work in support positions, assisting others in dealing with ER and IR conflicts and issues.

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

### Unit Sector

Technical Skills – Human Resources

### Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Support preparation of Employee and Industrial Relations processes	1.1 Source and share applicable legislation, agreements, policies and procedures with relevant stakeholders 1.2 Identify sources of specialist information 1.3 Support implementation of organisational agreements, policies and procedures according to relevant organisation, enterprise and statutory requirements 1.4 Communicate the organisation's ER and IR procedures to relevant stakeholders according to relevant organisation, enterprise and statutory requirements
2. Support industrial relations	2.1 Identify relevant terms and conditions of employment, employee entitlements, awards, agreements, and individual work contracts

ELEMENT	PERFORMANCE CRITERIA
	2.2 Provide support to relevant stakeholders in simple IR disputes 2.3 Provide support to relevant stakeholders in negotiation of employee awards, agreements, and workplace conditions 2.4 Record and maintain relevant documents
3. Support employee relations	3.1 Identify relevant grievance and conflict resolution processes 3.2 Provide support to relevant stakeholders in resolution of simple ER conflicts 3.3 Record and maintain relevant documents
4. Contribute to continuous improvement	4.1 Assist required stakeholders to identify issues in ER and IR processes 4.2 Contribute to development of continuous improvement activities 4.3 Record and maintain documentation relating to continuous improvement

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.*

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> <li>Comprehends and analyses complex texts from a variety of sources and records to determine relevance to requirements or review implementation of strategies</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Prepares required documents using language and structure appropriate to purpose and audience</li> </ul>
Oral Communication	<ul style="list-style-type: none"> <li>Presents information and seeks advice using language and non-verbal features appropriate to audience and context</li> <li>Participates in discussions using listening and questioning to elicit the views of others and to clarify or confirm understanding</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>Follows policies, procedures and legislative requirements and identifies implications of new legislation or regulation for self and others</li> <li>Understands responsibilities and limits of own role</li> <li>Plans and organises tasks required to achieve required outcomes, seeking advice from others, as required</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>Selects and uses appropriate conventions and protocols when communicating with co-workers in a range of work contexts</li> <li>Collaborates and cooperates with others to achieve required outcomes</li> <li>Uses effective strategies to moderate conflict and negotiate solutions</li> </ul>

Problem solving	<ul style="list-style-type: none"><li>• Makes a range of critical and non-critical decisions in relatively complex situations</li></ul>
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## Unit Mapping Information

Supersedes and is equivalent to BSBWRK411 Support employee and industrial relations procedures.

## Links

Companion Volume Implementation Guide is found on VETNet -

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