



Australian Government

BSBWRK411A Support employee and industrial relations procedures

Release 1

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Modification History

Release	Comments
Release 1	<p>This version first released with <i>BSB07 Business Services Training Package Version 8.0</i>.</p> <p>Replaces BSBWRK410A Implement industrial relations procedures.</p>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to work with employee and industrial relations policies and procedures. The unit covers communicating and implementing employee relations policies and procedures that meet statutory and legislative requirements, assisting in dealing with employee relations conflicts and issues, and generally working towards a harmonious industrial relations climate in the workplace.

Application of the Unit

This unit applies to those who support the organisation/employer in dealing with employee relations in the workplace.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

<p>1. Communicate and implement organisation's employee relations policies and procedures</p>	<p>1.1 Source and disseminate relevant legislation, agreements, policies and procedures to relevant persons and groups</p> <p>1.2 Implement agreements, policies and procedures according to site, enterprise and statutory requirements</p> <p>1.3 Support workplace strategies to effectively communicate with relevant persons and groups on employee relations</p> <p>1.4 Promote the organisation's employee relations procedures to relevant persons and groups</p> <p>1.5 Represent the organisation appropriately in discussions with key stakeholders</p>
<p>2. Assist in minimising industrial relations conflict</p>	<p>2.1 Monitor the implementation of industrial relations policies and procedures</p> <p>2.2 Process documentation and report to management and other relevant parties about potential industrial relations conflicts</p> <p>2.3 Support managers to contain industrial relations conflicts and deal with grievances and disputes, within limits of own authority</p> <p>2.4 Work with employees to resolve personal grievances and prevent escalation of industrial relations conflicts</p> <p>2.5 Work under supervision to source specialist industrial relations expertise</p>
<p>3. Enhance employee relations</p>	<p>3.1 Trial and implement strategies to monitor the implementation of the organisation's employee relations policies and procedures</p> <p>3.2 Implement strategies to facilitate feedback on the industrial climate</p> <p>3.3 Implement strategies to strengthen relationships with relevant persons and groups</p> <p>3.4 Provide information and feedback to management on employee relations</p> <p>3.5 Provide information and advice to relevant persons and groups</p>

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- literacy and verbal communication skills to:
 - present information in clear and accessible ways
 - review complex documents from a range of sources
- negotiation and conflict-resolution skills to:
 - deal with sensitive information
 - resolve issues
- technology skills to use human resources information systems according to access and security guidelines.

Required knowledge

- grievance resolution policy and procedures
- employee and industrial relations policies and procedures, such as:
 - enterprise agreements
 - enterprise and workplace bargaining
- legislation, codes of practice and national standards relevant to role of employee representatives and employee organisations, for example:
 - equal employment opportunity (EEO) and anti-discrimination
 - international industrial relations systems where work undertaken has an international focus or context
 - workplace health and safety (WHS)
 - relevant federal, state and territory industrial relations systems and legislation.

Evidence Guide

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

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> work with legislation, awards and agreements to provide written and verbal advice on employee relations or industrial matters support the resolution of workplace grievances and conflicts.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> access to a range of workplace documentation relating to current industrial matters.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> analysis of responses to case studies and scenarios assessment of reports and examples of industrial conflict that has been resolved demonstration of techniques in dealing with conflict direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate observation of demonstrated techniques in providing advice about industrial matters observation of performance in role plays observation of presentations oral or written questioning to assess knowledge of industrial relations legislation and current issues review of documentation promoting the organisation's industrial relations procedures review of documentation prepared about potential industrial relations conflicts.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p>

	<ul style="list-style-type: none">• other units from the Certificate IV in Human Resources.
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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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Relevant legislation, agreements, policies and procedures</i> include:	<ul style="list-style-type: none"> • EEO, diversity, parental leave policies • employment contracts • enterprise agreements and workplace agreements • industrial awards, orders and decisions • industrial relations legislation • reasonable adjustments for workers with a disability • WHS policies and procedures.
<i>Persons and groups</i> include:	<ul style="list-style-type: none"> • employee representatives • employer representatives • union representatives.
<i>Site, enterprise and statutory requirements</i> refer to:	<ul style="list-style-type: none"> • award and enterprise agreements, and relevant industrial instruments • dispute settlement procedures • grievance mechanisms • relevant industry codes of practice • relevant legislation from all levels of government that affects business operation, especially in regard to WHS and environmental issues, EEO, industrial relations and anti-discrimination • reporting channels and procedures.
<i>Management</i> may include:	<ul style="list-style-type: none"> • chief executive officer, Board and other senior managers • industrial relations/human resources manager • line managers.
<i>Industrial relations expertise</i> may include:	<ul style="list-style-type: none"> • industrial relations consultants • industrial relations and employment lawyers • industry peak bodies or chambers of commerce • HR officers and managers • unions • workplace relations telephone advisory services.

Unit Sector(s)

Workforce Development – Human Resource Management