CATAPULT

BSBHRM522

Manage employee and industrial relations

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit BSBHRM522.

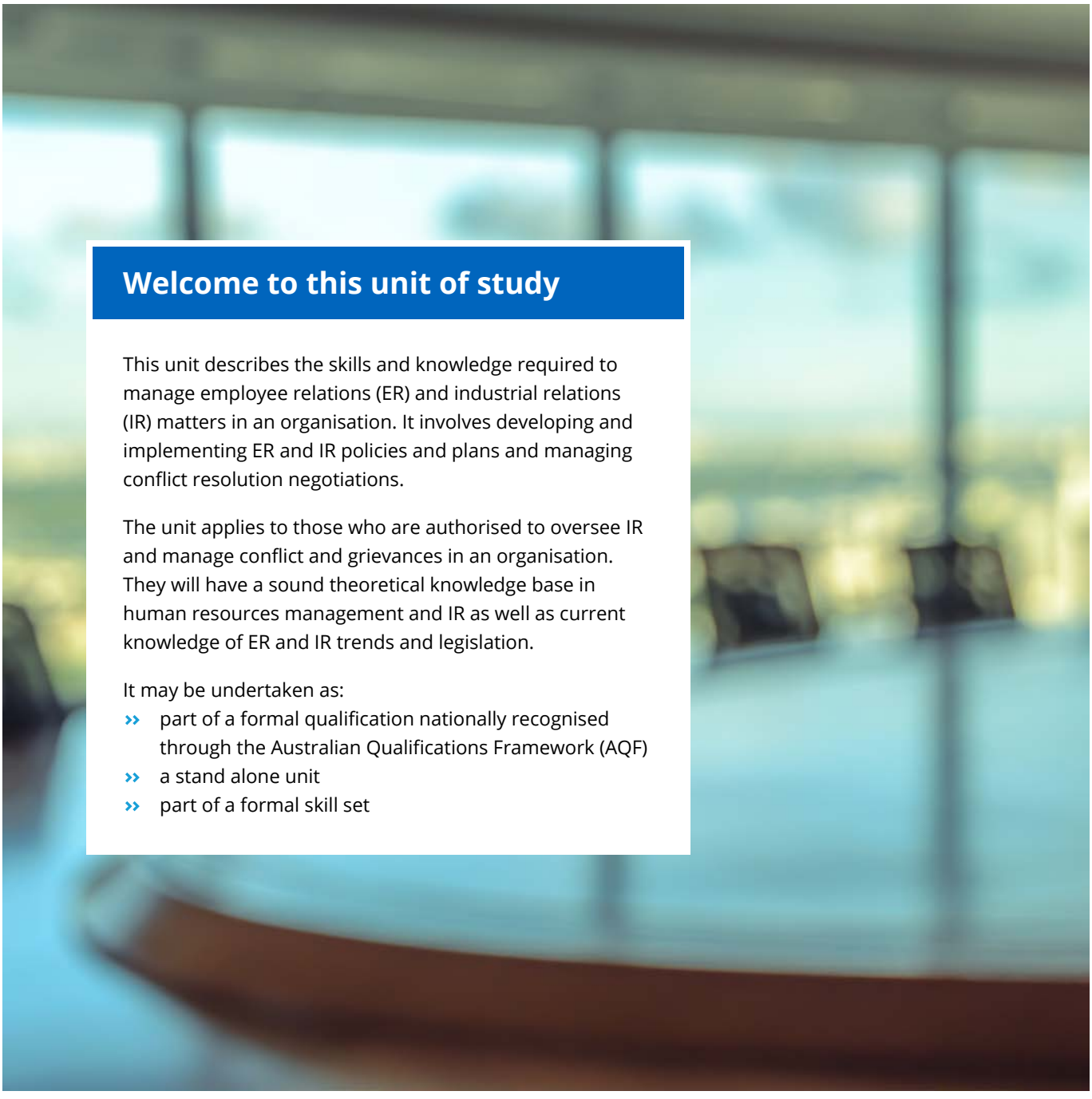
For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

https://catapultlearning.com.au/product/BSBHRM522/

© Catapult Smallprint Pty Ltd

Trainer/assessor guide

BSBHRM522
Manage employee and industrial relations



Welcome to this unit of study

This unit describes the skills and knowledge required to manage employee relations (ER) and industrial relations (IR) matters in an organisation. It involves developing and implementing ER and IR policies and plans and managing conflict resolution negotiations.

The unit applies to those who are authorised to oversee IR and manage conflict and grievances in an organisation. They will have a sound theoretical knowledge base in human resources management and IR as well as current knowledge of ER and IR trends and legislation.

It may be undertaken as:

- part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- a stand alone unit
- part of a formal skill set

© smallprint owns all copyright on its products as detailed in the Copyright Act 1968.
It does not issue licenses for reproduction of this material.

Contents

About this trainer/assessor guide **4**

Learning resource **5**

Topic 1: Develop ER and IR policies and plans 5

Determine long term ER strategy 5

Analyse existing ER performance 8

Cost-benefit and risk-analysis 10

Consult internal stakeholders and develop IR policies 14

Identify the skills and knowledge relevant for management and the workforce 16

Check your understanding 19

Topic 2: Implement ER and IR policies and plans 21

Develop implementation and contingency plans 21

Organise training and development 25

Agree on changes 28

Document procedures for addressing grievances and conflict 30

Communicate key procedures for addressing grievances and conflict 32

Establish whether intended outcomes are being met 33

Check your understanding 37

Topic 3: Manage negotiations to resolve conflict 39

Training in conflict-management techniques and procedures 39

Identify, alleviate or eliminate sources of conflict or grievance 42

Evaluate information sources and clarify issues 44

Obtain expert or specialist advice and/or refer to precedents 46

Determine and apply negotiation strategy 48

Advocate the organisation's position 51

Check your understanding 53

Topic 4: Additional learning 55

Relevant IR legislation or regulations 55

Key features of enterprise and workplace bargaining processes 58

Relevant organisational policies and procedures 59

References 60

Assessment workbook **61**

Unit information 63

What is competency-based assessment? 64

How will my competency be assessed? 65

Assessment agreement 66

Foundation skills checklist 67

Skills recognition **68**

Topic 1: Develop ER and IR policies and plans 69

Topic 2: Implement ER and IR policies and plans 70

Topic 3: Manage negotiations to resolve conflict 71

© smallprint V5 Apr 2021

Knowledge questions **72**
Topic 1: Develop ER and IR policies and plans 73
Topic 2: Implement ER and IR policies and plans 82
Topic 3: Manage negotiations to resolve conflict 89
Topic 4: Specific knowledge evidence 98
Performance tasks **101**
Third party evidence collection agreement 102
Topic 1: Develop ER and IR policies and plans 104
Topic 2: Implement ER and IR policies and plans 106
Topic 3: Manage negotiations to resolve conflict 108
Completion record **110**
Unit mapping **111**
Trainer/ assessor user instructions **114**

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- Develop ER and IR policies and plans
- Implement ER and IR policies and plans
- Manage negotiations to resolve conflict
- Additional learning

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- a set of true or false questions
- a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- information on competency-based assessment
- instructions on how you will be assessed
- assessment tools to assess your competence
- instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.

© smallprint V5 Apr 2021