



CATAPULT

BSBWRK411

Support employee and industrial relations procedures

Table of Contents (Extract)

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<https://catapultlearning.com.au/product/BSBWRK411/>

Trainer/assessor guide

BSBWRK411

Support employee and industrial relations procedures

Welcome to this unit of study

This unit describes the skills and knowledge required to communicate and implement industrial relations policies and procedures to effectively represent organisations/employers.

It applies to individuals who work in support positions, assisting others in dealing with industrial relations conflicts and issues.

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

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Communicate and implement organisation's industrial relations policies and procedures	5
Legislation, policies, procedures.....	5
Implementing agreements	23
Effectively communicate	27
Industrial relations procedures.....	31
Representing the organisation.....	34
Check your understanding	39
Topic 2: Assist in minimising industrial relations conflict.....	41
Monitoring implementation	41
Documentation and reporting	46
Conflicts, grievances, disputes	57
Resolving personal grievances	60
Sourcing specialist expertise	68
Check your understanding	71
Topic 3: Enhance industrial relations.....	73
Monitoring implementation	73
Industrial climate feedback	79
Strengthening relationships	83
Feedback to management.....	88
Providing advice	91
Check your understanding	95
References.....	97
Assessment workbook	99
Unit information	101
What is competency-based assessment?.....	102
How will my competency be assessed?.....	103
Assessment agreement	104
Foundation skills checklist.....	105
Skills recognition.....	106
Topic 1: Communicate and implement organisation's industrial relations policies and procedures	107
Topic 2: Assist in minimising industrial relations conflict.....	108
Topic 3: Enhance industrial relations.....	109
Knowledge questions	110
Topic 1: Communicate and implement organisation's industrial relations policies and procedures	111
Topic 2: Assist in minimising industrial relations conflict.....	118
Topic 3: Enhance industrial relations.....	125
Topic 4: Specific knowledge evidence	132

Performance tasks.....	133
Third party evidence collection agreement	134
Topic 1: Communicate and implement organisation's industrial relations policies and procedures	135
Topic 2: Assist in minimising industrial relations conflict.....	137
Topic 3: Enhance industrial relations.....	138
Completion record.....	139
Unit mapping.....	140
Trainer/ assessor user instructions.....	142

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Communicate and implement organisation's industrial relations policies and procedures
- » Assist in minimising industrial relations conflict
- » Enhance industrial relations

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.

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