



CATAPULT

BSBWRK520

Manage employee relations

Table of Contents (Extract)

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<https://catapultlearning.com.au/product/BSBWRK520/>

Trainer/assessor guide

BSBWRK520

Manage employee relations

Welcome to this unit of study

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

It applies to those who are authorised to oversee industrial relations and manage conflict and grievances in an organisation. They will have a sound theoretical knowledge base in human resources management and industrial relations as well as current knowledge of industrial relations 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

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Develop employee and industrial relations policies and plans	5
Analyse strategic and operational plans in the context of employee relations	5
Compare employee relations performance with work objectives	9
Consider cost-benefit, risk-analysis and current legislative requirements	12
Develop industrial relations policies and plans	31
Identify the skills and knowledge needed to effectively implement strategies and policies	37
Check your understanding	41
Topic 2: Implement employee relations policies and plans.....	43
Develop implementation and contingency plans	43
Arrange training and development	49
Identify and agree on any required changes	53
Document procedures for addressing grievances and conflict.....	55
Explain to stakeholders the procedures for addressing grievances and conflict	58
Review employee relations policies and plans	61
Check your understanding	63
Topic 3: Manage negotiations to resolve conflict.....	65
Train individuals in conflict management	65
Alleviate or eliminate, grievances or sources of conflict	73
Evaluate information sources to clarify issues in dispute and obtain expert or specialist advice and/or refer to precedents.....	77
Determine desired negotiation outcomes, strategies and timeframes.....	81
Negotiate and reach a resolution that aligns with organisational objectives	84
Document, and if necessary certify grievance resolution agreements	86
Take remedial action if people do not abide by agreements.....	87
Check your understanding	89
References.....	91
Assessment workbook.....	93
Unit information.....	95
What is competency-based assessment?.....	96
How will my competency be assessed?.....	97
Assessment agreement.....	98
Foundation skills checklist.....	99
Skills recognition.....	100
Topic 1: Develop employee and industrial relations policies and plans	101
Topic 2: Implement employee relations policies and plans.....	102
Topic 3: Manage negotiations to resolve conflict.....	103

Knowledge questions	104
Topic 1: Develop employee and industrial relations policies and plans	105
Topic 2: Implement employee relations policies and plans.....	111
Topic 3: Manage negotiations to resolve conflict.....	121
Topic 4: Specific knowledge evidence	132
Performance tasks	136
Third party evidence collection agreement	137
Topic 1: Develop employee and industrial relations policies and plans	138
Topic 2: Implement employee relations policies and plans.....	140
Topic 3: Manage negotiations to resolve conflict.....	142
Completion record	144
Unit mapping and assessment checklist	145
Trainer/ assessor user instructions	148

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Develop employee and industrial relations policies and plans
- » Implement employee relations policies and plans
- » Manage negotiations to resolve conflict

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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