

BSBHR401A Administer human resource systems

Unit descriptor

This unit is based upon WRRPM.1A Administer human resource policy, endorsed in the Retail Training Package, but has been customised with additional outcomes. It covers the administration of human resource policies and procedures including performance feedback, training and development plans, and workers' compensation. This is a foundation unit for any person wishing to pursue competency in HR administration.

This unit is related to BSBHR502A Manage human resource management information systems. Consider co-assessment with BSBHR403A Process human resource documents and inquiries.

ELEMENT

1 Administer human resource policies and procedures

PERFORMANCE CRITERIA

1.1 Organisational *human resource policies and procedures* are documented, distributed and maintained

1.2 Organisational human resource policies and procedures are clearly understood by *relevant groups and individuals*

1.3 *Contingency plans* are documented and communicated to *relevant groups and individuals* to cope with extreme situations

1.4 Staff turnover problems are identified, analysed and suggestions presented to management for consideration

1.5 Research is undertaken on legislative compliance

1.6 *Reports* are prepared and records maintained in accordance with organisational requirements

BSBHR401A Administer human resource systems

ELEMENT

2 Administer staff performance feedback system

PERFORMANCE CRITERIA

- 2.1 Policies and procedures in regard to staff performance requirements are monitored, maintained and disseminated in accordance with organisational policy
- 2.2 Performance appraisal/*counselling* interviews are arranged as required, in accordance with organisational policy
- 2.3 Individuals are encouraged to contribute to improved policies and procedures
- 2.4 *Training and development plans* are developed and implemented for each individual
- 2.5 *Training and development plans* are monitored to ensure timely implementation
- 2.6 Staff are disciplined and/or counselled by appropriate managers, and records kept by Human Resource Department
- 2.7 Grievance procedures are implemented when a grievance arises from the performance management process
- 2.8 Staff appeals and terminations are implemented in accordance with organisational policy and statutory requirements
- 2.9 Details of all procedures are accurately and completely recorded and made available to *relevant groups and individuals*

BSBHR401A Administer human resource systems

ELEMENT	PERFORMANCE CRITERIA
3 Coordinate workers' compensation and rehabilitation claims	<p>3.1 Information on the lodgement of workers' compensation claims is available in the workplace</p> <p>3.2 Applications for workers' compensation are received, checked and receipted to the relevant employees</p> <p>3.3 Incomplete forms are returned to the applicant, and assistance is given to complete the form</p> <p>3.4 Completed forms are forwarded to the relevant person for approval</p> <p>3.5 Approved <i>disputed claims</i> are processed in accordance with organisational procedures</p> <p>3.6 Standard response letter is forwarded to applicant</p> <p>3.7 <i>Rehabilitation provider</i> is advised of new cases</p> <p>3.8 Reports from rehabilitation providers are coordinated and forwarded to relevant personnel</p>

RANGE STATEMENT

Legislation, codes and national standards relevant to the workplace that may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice.

OHS considerations may include:

- establishment and maintenance of OHS training, records, induction processes
- performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions.

Human resource policies and procedures may include:

- staffing
- workers' compensation
- superannuation
- salary/compensation and benefits
- leave entitlements

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BSBHR401A Administer human resource systems

- EEO
- industrial relations
- Australian Workplace Agreements
- enterprise-based agreements
- environment
- occupational health and safety
- termination/redundancies.

Relevant groups and individuals means all those who have a role in the implementation of policies, procedures or decisions and/or are affected by their implementation.

Counselling means two-way discussions to bring about constructive change in a person's behaviour or performance.

Contingency plans may cover unpredicted staff shortages, unpredicted customer demand and accidents or emergencies.

Reports may include spreadsheets databases, statistical, verbal and written.

Training and development plans may include formal training programs (both on and off the job), learning activities undertaken through monitoring and/or on-the-job coaching.

Disputed claims means when the organisation refuses to accept that the injury is work-related and/or that the injury prevents the person from performing their job.

Rehabilitation provider may include an internal case manager, an external case manager and a consultant.

EVIDENCE GUIDE

The evidence guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the range statement.

Critical aspects of evidence

- The integrated demonstration of all elements and their performance criteria.
- A full range of human resource documentation and clear communication of explanations to management and staff.
- The ability to analyse data on human resource policy issues.

Underpinning knowledge

At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts.

- Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination.
- Understanding of the basic concepts of diversity and why it needs to be integrated within and across all HR functions.
- Understanding of the relationships between human resource functions.

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BSBHR401A Administer human resource systems

- Organisational human resource policies and practices.
- Understanding of organisational goals, policies and procedures.
- Understanding of legal compliance requirements, in regard to:
 - monitoring staff performance
 - performance management processes
 - counselling
 - disciplinary procedures
 - dismissal procedures
 - enterprise agreements/awards/wages and conditions
 - anti-discrimination
 - equal opportunity
 - sexual harassment
 - occupational health and safety
 - workers' compensation
 - rehabilitation/return to work plans.
- Understanding of the role of the following in HR:
 - a range of responsibilities/job descriptions
 - competency standards
 - staffing plans
 - staff levels and turnover
 - existing competencies of employees
 - resources available for training
 - training and development activities.
- Broad knowledge of principles and techniques in:
 - collecting, analysing and organising information, including analysing training needs
 - communicating ideas and information, orally or in written form
 - planning and organising activities
 - working with others and in teams, including negotiating and conflict resolution
 - solving problems within a defined range.

Underpinning skills

- Effective consultation and communication skills in dealing with internal customers to ensure service delivery meets client standards.
- Word-processing, databases and spreadsheets for records management of HR systems.
- Researching, analysing and interpreting a broad range of written material (including basic legislative requirements).
- Listening and interviewing skills to address employees' regular HR problems.

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BSBHR401A Administer human resource systems

- Basic risk analysis skills to develop plans/actions to mitigate identified risk.
- Documenting results of the performance feedback system.
- Preparing reports on workers' compensation and performance management.
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities.

Resource implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace.

Consistency of performance

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations.

Context of assessment

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the evidence guide, and within the scope as defined by the range statement.
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package.
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment.
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the key competency levels at the end of this unit.

Key competency levels

- **Collecting, analysing and organising information** (level 2) to administer human resource policies.
- **Communicating ideas and information** (level 2) to maintain human resource systems.
- **Planning and organising activities** (level 2) to administer training plans.
- **Working with teams and others** (level 2) to support organisation's policies and procedures.
- **Using mathematical ideas and techniques** (level 2) monitoring and analysing data.
- **Solving problems** (level 2) by developing contingency plans, by analysing staff turnover and making recommendations.
- **Using technology** (level 1) to aid communication, to record information and prepare reports.

Please refer to the assessment guidelines for advice on how to use the key competencies