

Specification of Competency Standards for Human Resource Management

Unit of Competency

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| Title | Design employee relations policies, procedures and measures |
| Code | 107060L6 |
| Range | Designing policies, procedures and measures to promote healthy employee relations within the organisation. This applies to the design of employee relations policies, procedures and measures for building and nurturing a culture of open communication and mutual respect to support the strategic objectives of the organisation and achieve employee satisfaction. |
| Level | 6 |
| Credit | 6 |
| Competency | <p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge in the Subject Area <ul style="list-style-type: none"> • Understand the benefits of building and maintaining strong employee relations • Understand the trends and market practices of managing employee relations in respective operating markets and jurisdictions 2. Applications and Processes <ul style="list-style-type: none"> • Design employee relations policies, procedures and measures in alignment with the organisation's human resource strategy • Design guidelines and protocols for internal and external communication • Introduce guidance to enable managers to maintain open and effective communication with employees • Nurture a culture of open communication and mutual respect across the organisation 3. Professional Behaviour and Attitude <ul style="list-style-type: none"> • Design employee relations policies, procedures and measures that are easily accessible, transparent and fair • Evaluate and introduce changes in employee relations policies, procedures and measures in a timely manner |
| Assessment Criteria | <p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Establishment of employee relations policies, procedures and measures for effective communication within the organisation (e.g. appropriate use of social media and information technology). • Establishment of guidelines and protocols for internal and external communication. • Provision of guidance to all employees to foster a culture of open communication and mutual respect across the organisation. |
| Remark | |