

Specification of Competency Standards for Human Resource Management

Unit of Competency

Title	Design strategy, principles and policies in managing industrial relations
Code	107070L6
Range	Designing strategy, principles and policies to govern industrial relations management. This applies to the management of relationship between the organisation and the union and / or employee representatives for engaging the concerned parties to resolve workplace conflicts in a productive manner and arrive at solutions between the conflicting objectives, values and interests.
Level	6
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <ul style="list-style-type: none"> • Understand the trends and market practices of managing industrial relations in respective operating markets and jurisdictions • Understand the benefits of building and maintaining healthy industrial relations on reduction in industrial disputes, high employee morale and business continuity • Understand the role of union and / or employee representatives as major stakeholders in industrial relations <p>2. Applications and Processes</p> <ul style="list-style-type: none"> • Design industrial relations strategy, principles and policies in compliance with industrial relations legislation in respective operating markets and jurisdictions • Solicit support and endorsement from senior management to the proposed industrial relations strategy, principles and policies • Design guidelines for effective communication with union and / or employee representatives as major stakeholders in industrial relations <p>3. Professional Behaviour and Attitude</p> <ul style="list-style-type: none"> • Design industrial relations policies and guidelines that are easily accessible, transparent and fair • Evaluate and introduce changes in industrial relations policies and guidelines in a timely manner
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Establishment of industrial relations strategy, principles and policies to install best practice and procedures in industrial relations for resolving workplace conflicts in a productive manner. • Establishment of guidelines to communicate with union / employee representatives.
Remark	