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Section 1: Meeting VET sector requirements

Training organisations have a range of requirements that they must meet in developing and implementing quality training and assessment strategies and practices for course programs. As a trainer, you also have a range of requirements that must be considered when implementing programs for your specific group of learners.

1.1 How Aspire's resources assist in meeting requirements

The following section outlines a range of VET sector requirements and how Aspire's resources may assist you and your training organisation in implementing a quality learning experience.

VET sector requirement	Aspire's approach
<p>Australian Qualifications Framework</p> <p>The Australian Qualifications Framework is the national policy for regulated qualifications in the Australian education and training system. The AQF incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.</p> <p>You and your training organisation must be aware of the requirements of the relevant AQF qualification or course requirements, from the endorsed training package, as you implement course delivery.</p>	<p>Aspire's learning resources, practice tasks and learning checkpoints have been pitched at a level suitable for the unit of competency and the qualifications for which it is relevant, based on the specifications in the Australian Qualifications Framework (AQF) (Second edition, January 2013). For more information regarding these specifications, and to download the Australian Qualifications Framework, visit the AQF website at: www.aqf.edu.au.</p>
<p>Volume of learning</p> <p>When developing training and assessment strategies for this unit and the qualification for which it is relevant, you and your training organisation must take into account the volume of learning requirements as defined by the Australian Qualifications Framework. An explanation of volume of learning can be accessed at: www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-Learning-Explanation.pdf</p>	<p>The sample delivery plans provided in section 3.2 include suggested time allocations. You may need to adjust these allocations when planning delivery in the context of a whole qualification to meet volume of learning requirements and learner needs.</p>

Section 2: Unit of competency information

2.1 Unit of competency

BSBHRM501 Manage human resource services

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to plan, manage and evaluate delivery of human resource services, integrating business ethics.

It applies to individuals with responsibility for coordinating a range of human resource services across an organisation. They may have staff reporting to them.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Human Resource Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Determine strategies for delivery of human resource services	1.1 Analyse business strategy and operational plans to determine human resource requirements 1.2 Review external business environment and likely impact on organisation's human resource requirements 1.3 Consult line and senior managers to identify human resource needs in their areas

2.2 Unit of competency assessment requirements

Assessment Requirements for BSBHRM501 Manage human resource services

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- plan and manage human resource delivery within legislative, organisational and business ethics frameworks
- communicate effectively with a range of senior personnel
- identify and arrange training support where appropriate
- calculate human resource return on investment within the organisation.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify the key provisions of legal and compliance requirements that apply to managing human resources
- summarise the organisation's code of conduct
- explain human resource strategies and planning processes and their relationship to business and operational plans
- describe performance and contract management
- explain how feedback is used to modify the delivery of human resources.

3.2 Delivery plans

The following sample delivery plans can be used to deliver *BSBHRM501 Manage human resource services*, Release 1. These plans, including the time allocations, are suggestions only. You may need to add to them, change them or substitute your own activities according to the interest level, experience of the learners and the specific situation. Remember, it is your responsibility as the trainer to use the most appropriate strategies for your learners.

The delivery plans have been developed for use in a face-to-face delivery environment. However, certain features of the delivery plans can be adapted to be used for individual/online learners, particularly for those parts of the learning content that necessitate some form of group interaction or communication.

Topic: Determine strategies to deliver human resource services	
Suggested time allocation: 28 hours Suggested resources: <ul style="list-style-type: none"> • Recommended reading • Slide presentation software 	Slide nos: 2–20
Recommended reading	Terminology checklist
Aspire learner guide <i>BSBHRM501 Manage human resource services</i> , Release 1 Topic 1: Determine strategy to deliver human resource services	<ul style="list-style-type: none"> • HR, HRM and HR services • Business and HR strategies • Competitive advantage • Strategic, operational and HR plans • SWOT, PEST and cost–benefit analysis • Employee Assistance Program (EAP) • Discrimination, vilification and harassment • Recruitment and selection • Induction and orientation • Performance management • Rehabilitation and return-to-work schemes • Succession planning • WHS • NES • Demographic labour market data • Gap analysis • Diversity, cultural inclusivity and EEO • CALD employees • Risk, risk analysis, risk evaluation and risk management • Retention and retrenchment strategies • SMART objectives

3.3 Learning mapping

BSBHRM501 Manage human resource services, Release 1

Unit of competency	Content	Practice tasks	Learning checkpoint
Element 1: Determine strategies for delivery of human resource services			
1.1 Analyse business strategy and operational plans to determine human resource requirements	1A Analyse the business strategy and operational plan	1	LC1: Part A 1, 2
1.2 Review external business environment and likely impact on organisation's human resource requirements	1B Review the impact of the external business environment on human resources needs	2	LC1: Part A 3
1.3 Consult line and senior managers to identify human resource needs in their areas	1C Consult managers to identify human resources needs	3	LC1: Part A 4
1.4 Review organisation's requirements for diversity in the workforce	1D Review the organisation's requirements for diversity in the workforce	4	LC1: Part A 5 Part B 4
1.5 Develop options for delivery of human resource services that comply with legislative requirements, organisational policies and business goals	1E Develop compliant human resources service options	5	LC1: Part A 6, 7
1.6 Develop and agree on strategies and action plans for delivery of human resource services	1F Develop agreed human resources strategies and action plans	6	LC1: Part A 1, 2, 3
1.7 Agree and document roles and responsibilities of human resource team, line managers, and external contractors	1G Document agreed roles and responsibilities	7	LC1: Part A 5, 6
Element 2: Manage the delivery of human resource services			

Final assessment tasks and recommended options

The final assessment provided in Aspire's print learner guide or online resource includes an overview that is laid out as follows (or similar):

To demonstrate your competency using this final assessment you must successfully complete three assessment tasks.

Complete the following task	<p>Part A – Questioning</p> <p>You will demonstrate a sound knowledge of the unit requirements in your responses.</p>
Select and complete one of the following	<p>Part B – Project: Managing human resource services at BizOps Enterprises</p> <p>You will demonstrate your skills and knowledge by completing a project using a case study or simulated environment.</p> <p>OR</p> <p>Part C – Project: Managing human resource services at work</p> <p>You will demonstrate your skills and knowledge by completing a project in your workplace.</p>
Select and complete one of the following	<p>Part D – Observation</p> <p>Your work performance will be documented while being observed by an assessor.</p> <p>OR</p> <p>Part E – Third-party report</p> <p>Your work performance will be documented using a third-party report completed by a relevant supervisor.</p>

Negotiating assessment tasks

It is critical that candidates understand the assessment tasks and expectations of their performance, as well as any options that may be available. Aspire's learner guides include a range of options for assessment (as outlined), depending on the unit being assessed and the characteristics of the candidate.

For example, a candidate completing assessment in a workplace (their own or via a work placement) may rely on a third-party report assessment. However, candidates completing assessment after a workshop-based program may require assessor observations in a simulated workplace task.

Candidates may also typically have the option of a verbal interview with their assessor or a written assessment (written questions) to demonstrate their knowledge of the unit being assessed. It should be noted that, even where only a written assessment option is provided, assessors may undertake this assessment in a verbal interview mode if suitable for the unit content, as a reasonable adjustment strategy.

4.3 Assessment mapping

BSBHRM501 Manage human resource services, Release 1

Unit of competency	Part A – Questioning	Part B – Project: Scenario	Part C – Project: At work	Part D – Observation	Part E – Third-party report
Element 1: Determine strategies for delivery of human resource services					
1.1 Analyse business strategy and operational plans to determine human resource requirements		P1	P1		
1.2 Review external business environment and likely impact on organisation's human resource requirements		P4	P4		
1.3 Consult line and senior managers to identify human resource needs in their areas		P6	P6	O1	O1
1.4 Review organisation's requirements for diversity in the workforce		P7	P7		
1.5 Develop options for delivery of human resource services that comply with legislative requirements, organisational policies and business goals		P9	P9		
1.6 Develop and agree on strategies and action plans for delivery of human resource services		P12	P12	O3	O3
1.7 Agree and document roles and responsibilities of human resource team, line managers, and external contractors		P14	P14		
Element 2: Manage the delivery of human resource services					

Part B – Project: Managing human resource services at BizOps Enterprises

Instructions to the assessor	<p>Please refer to the assessment task as outlined in the Aspire learner guide.</p> <p>The candidate must complete the project unassisted by you or other personnel. The candidate may refer to reference material as needed.</p> <p>You must use your judgment to assess whether the candidate has satisfactorily addressed the project requirements and criteria.</p>
Reasonable adjustment	<p>If the candidate is unable to undertake the project assessment as designed, a further scenario/project may be used as an alternative approach if negotiated with the assessor.</p>
Feedback/unsatisfactory outcomes	<p>All project criteria outlined in the project checklist must be covered satisfactorily for the project assessment to be completed satisfactorily.</p> <p>For any project assessment conducted that is incomplete, or without satisfactory performance, the assessment will need to be completed again after further training support. This may be simply to focus on question areas not achieved in the prior assessment.</p> <p>The project assessment may be re-attempted on two further occasions (maximum three attempts in total).</p> <p>As a further option, an alternative assessment task may be selected (for example, an alternative scenario/project).</p>

4.5 Completing the record of outcome

Once all required assessment tasks and options have been completed satisfactorily by the candidate, the final assessment record of outcome form must be completed.

This must be submitted to your training organisation's records administration as soon as possible after the final assessment tasks are completed and marked. An example is provided here.

Record of outcome

Training organisation name:										
Candidate name:										
Unit code and title:	BSBHRM501 Manage human resource services, Release 1									
Assessor name:										
Assessor email:										
Assessor phone number:										
Assessment tasks:	<table><tr><th></th><th>Satisfactorily completed</th></tr><tr><td>Part A – Questioning</td><td><input type="checkbox"/></td></tr><tr><td><input type="checkbox"/> Part B – Project: Managing human resource services at BizOps Enterprises OR <input type="checkbox"/> Part C – Project: Managing human resource services at work</td><td><input type="checkbox"/></td></tr><tr><td><input type="checkbox"/> Part D – Observation OR <input type="checkbox"/> Part E – Third-party report</td><td><input type="checkbox"/></td></tr></table>			Satisfactorily completed	Part A – Questioning	<input type="checkbox"/>	<input type="checkbox"/> Part B – Project: Managing human resource services at BizOps Enterprises OR <input type="checkbox"/> Part C – Project: Managing human resource services at work	<input type="checkbox"/>	<input type="checkbox"/> Part D – Observation OR <input type="checkbox"/> Part E – Third-party report	<input type="checkbox"/>
	Satisfactorily completed									
Part A – Questioning	<input type="checkbox"/>									
<input type="checkbox"/> Part B – Project: Managing human resource services at BizOps Enterprises OR <input type="checkbox"/> Part C – Project: Managing human resource services at work	<input type="checkbox"/>									
<input type="checkbox"/> Part D – Observation OR <input type="checkbox"/> Part E – Third-party report	<input type="checkbox"/>									