

UNIT CODE	PSPHRM002
UNIT TITLE	Provide a consultancy service for human resource management
APPLICATION	<p>This unit describes the performance outcome, skills and knowledge required to provide human resource information and advice to assist managers and others to deal with human resource matters.</p> <p>This unit applies to those working in roles which facilitate effective implementation of processes and practices related to human resources according to organisation policies and procedures. Those undertaking this unit would work independently, performing complex tasks in a range of familiar contexts.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Human resource management
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Source and use information to identify consultancy requirements	<p>1.1 Conduct consultation with key stakeholders to identify the needs of those who use human resource services in the organisation.</p> <p>1.2 Analyse the information needs, learning requirements and resources required for the provision of human resource services.</p> <p>1.3 Provide advice to management and key stakeholders on the requirements for the delivery of human resource services.</p> <p>1.4 Share information with stakeholders to explain the objectives, parameters, and performance standards for human resource services delivered through others.</p>

2. Promote an understanding of human resource consultancy services	<p>2.1 Provide information, advice, training and support on the organisations' human resource policies and procedures and their purpose.</p> <p>2.2 Apply information and support strategies to meet the needs of diverse audiences.</p> <p>2.3 Identify and explain available expertise and the parameters of human resource consultancy services to facilitate organisational awareness and access.</p> <p>2.4 Encourage stakeholders to identify aspects of the service most significant to their business objectives.</p> <p>2.5 Apply limits of own authority and expertise and make referrals based on knowledge of available resources.</p>
3. Advise on organisation level linkages	<p>3.1 Consult organisational business plans and identify linkages to organisational strategic human resource policies and procedures.</p> <p>3.2 Ensure own knowledge of broad organisational development issues is maintained and current.</p> <p>3.3 Communicate relevant strategic human resource information to stakeholders to ensure they are up to date with changes in human resource policies and procedures.</p>
4. Review the consultancy service	<p>4.1 Identify and use different sources of data to measure the effectiveness of the consultancy service.</p> <p>4.2 Collaborate with users of the service to analyse and report on outcomes.</p> <p>4.3 Identify and implement improvements.</p> <p>4.4 Convey information received to inform policy and service changes.</p>

FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> ■ interpret policy etc.
Writing skills to:	<ul style="list-style-type: none"> ■ create documents that convey ideas, information, actions and outcomes of consultancy to target audiences.
Oral communication skills to:	<ul style="list-style-type: none"> ■ interpret and explain complex, formal documents and assist others to apply them in the workplace ■ provide constructive feedback to present viable options human resources solution.
Problem-solving skills to:	<ul style="list-style-type: none"> ■ solve simple problems that arise relating to human resource management.
UNIT MAPPING INFORMATION	Supersedes and is not equivalent to PSPHRM002 Provide a consultancy service for human resource management.

LINKS	Companion Volume Implementation Guide
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TITLE	Assessment Requirements for PSPHRM002 Provide a consultancy service for human resource management
PERFORMANCE EVIDENCE	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> ■ explain the purpose and relevance of two examples of HR policies to a line management stakeholder and: <ul style="list-style-type: none"> ○ identify how HR could measure the effectiveness of the advice ○ interpret and present the findings of a HR report including the implications for own work area.

KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ the full range of human resource functions where line managers and other non-specialists have a human resource role ■ human resource policies and practices and documents to support the advice given ■ relevant awards, legislation and agreements pertaining to employment framework and conditions ■ employment contracts and/or organisational certified agreements ■ jurisdictional legislation applying to human resources including work health and safety and environment, diversity, inclusion and anti-discrimination. ■ organisation policy development and review process ■ sources of updates for relevant HR information.
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ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions</p> <p>Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none">■ legislation, organisational policies, procedures, corporate and strategic documents■ workplace scenarios and case studies■ human resource management guidelines and other relevant workplace materials, such as human resource documents and plans. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide