

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRER3B – MAINTAIN EMPLOYEE RELATIONS**

Field Of Study : **EMPLOYEE RELATIONS**

What is this course all about?

This unit encompasses the skills, knowledge and attitudes required to maintain employee relations. It involves identifying the award/agreement, minimising potential industrial problems, and implementing dispute settlements procedures.

When you have finished this course you should be able to demonstrate your ability to:

Identify the awards/agreements – WRRER3B/01

- ❑ Relevant awards/agreements identified and interpreted accurately.
- ❑ Relevant awards/agreements applied accurately and equally to all staff.
- ❑ Staff regularly and accurately informed of changes in awards/agreements.
- ❑ Copy of relevant award/agreement made available to employee if requested.

Identify and minimise potential industrial problems – WRRER3B/02

- ❑ Opportunities for staff to discuss problems which directly or indirectly affect their work regularly provided.
- ❑ Staff counselled if required in a positive and constructive manner or referred to appropriate personnel when necessary.
- ❑ Potential and actual conflicts between staff identified promptly and effective remedial action taken as soon as practicable.
- ❑ Remedial action applied according to store policy and legislative requirements.
- ❑ Records of conflict and outcomes maintained accurately and according to store policy.

Implement dispute settlement procedures – WRRER3B/03

- ❑ Disputes or grievances promptly identified.
- ❑ Store policies and procedures and legislative requirements applied accurately and promptly.
- ❑ Staff accurately informed of current procedures and policies.

- ❑ All procedures and policies applied in an impartial manner.
- ❑ Details of all procedures accurately and completely recorded and made available to authorised personnel.
- ❑ Unsettled disputes or grievances promptly referred to management.
- ❑ Recommendation for improvements to dispute/grievance procedures promptly referred to management.

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers /Supervisors / Team leaders
- ❑ Sales / Customer Services / Operations Staff
- ❑ Customer Services Staff

You will have better skills & knowledge and familiarise yourself more in the following areas –

Competency in this unit requires evidence that, you the candidate: -

- ❑ Consistently and responsibly applies store policies and procedures, in regard to industry codes of practice relating to employee relations.
- ❑ Knows and consistently applies state and local statutory requirements/regulations including relevant industry awards/agreements.
- ❑ Knows and consistently applies safe work practices in regard to the provision of services in accordance with the relevant occupational health and safety regulations/legislation.
- ❑ Consistently and responsibly applies store policies and procedures, in regard to identifying and minimising potential industrial problems and implementing dispute/grievance procedures.
- ❑ Consistently and responsibly applies store policies and procedures and legislative requirements, in regard to external/internal client contact, especially the use of non-discriminatory language and attitudes.
- ❑ Knows employees' and employers' rights and responsibilities in regards to awards/agreements.

Store policies and procedures, in regard to:

- ❑ workplace ethics;
- ❑ unfair dismissal;
- ❑ shift availability or non attendance;
- ❑ staff rosters;
- ❑ inter personal conflict;
- ❑ grievance procedures;
- ❑ personal animosity;
- ❑ discriminatory behaviour;
- ❑ harassment;

- ❑ staff counselling and disciplinary procedures;
- ❑ equal opportunity issues;
- ❑ non compliance with store policies and procedures;
- ❑ part-time, casual, full-time work, contract employment;
- ❑ traineeships;
- ❑ Store organisational structure;
- ❑ Rights and responsibilities of employers and employees in retail workplace;
- ❑ Responsibilities of employers and employees under a New Apprenticeship contract of training;
- ❑ Principles and techniques for interpersonal communication

Skills in:-

- ❑ Interpersonal communication skills including:
 - ❑ giving feedback;
 - ❑ coaching;
 - ❑ performance analysis;
 - ❑ questioning/listening/observation.
 - ❑ group presentation.
 - ❑ team motivation./ team leadership.
 - ❑ negotiation.
 - ❑ verbal and non verbal communication.
 - ❑ reading and interpreting store policies and procedures
 - ❑ completing a proforma for feedback to management

You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:-

- ❑ Equal Employment Opportunity;
- ❑ Anti-discrimination;
- ❑ Unfair dismissal;
- ❑ Workplace relations;
- ❑ Awards/agreements;
- ❑ Industry codes of practice.

What Recognition will you achieve?

Where demonstrated competencies have been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus. A certificate will be issued upon successful completion of this module.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9854-6124 or simply visit our website on www.matrixtraininggroup.com/downloads.php In order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is www.matrixtraininggroup.com
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.