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BSBHRM501 Manage Human Resource Services

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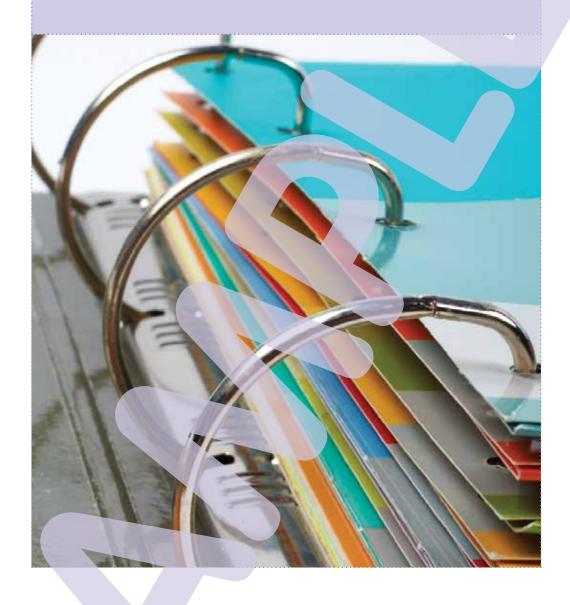
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# Learner Assessment Pack Assessment Delivery



## Learner Information

Each Learner Assessment Pack is made up of three parts:

## **Assessment Delivery**

Learner Information
Steps for Learners
Assessment Agreement

#### Assessment

Tasks

Context

Assessor Feedback

### Recording

Record of Assessment

Before you commence your Assessment, ensure that you have good knowledge of the subject, have thoroughly read your Learner Resource, and clearly understand the Assessment requirements and the expectations of the Assessor.

You may be required to demonstrate knowledge and skills which may be difficult for the Assessor to witness. If so, an Evidence Record is supplied which will allow the knowledge or skill to be verified by at least one third party, and preferably two or more. These witnesses would usually be current or recent supervisors or your Assessor.

Explanations are given for each Task. If you have any questions, consult with your Assessor.

To contextualise this Assessment to your industry, you must complete a few additional tasks based on your employer's industry. These will be provided by your Assessor.

The assessment tasks may be answered using your business, the simulated business or a mixture of both as instructed by your Assessor.

Records must be kept of all aspects of the Assessment in your Learner Pack.

The record of assessment is a **legal document** and must be signed, dated, and a copy stored as required by your Registered Training Organisation (RTO).

## Steps for Learners

- 1. Receive your Learner Assessment Pack and discuss with your Assessor the expectations of this Assessment. You may also need to supply contact details of one or two work referees who can confirm your skills in the industry. Discuss with your Assessor if you intend to undertake the tasks based on your employing organisation or using the simulated business, Bounce Fitness or a mix of both.
- Your Learner Assessment Pack is where you will get the Task information. Complete the Tasks as instructed, using either the simulated business, Bounce Fitness, or your employing organisation and include in the Learner Assessment Pack for your Assessor.
- 3. After you complete your Assessment, gather and return your evidence documents, as detailed in the Task(s) in the timeframe agreed with your Assessor.



# **Assessment Agreement**

Have you signed off:			
Delivery Metho	d		
Classroom			
Small Group One-on-One			
Online			
Other (please describe)			
Assessment M	ethod		
Learner's Organisation – Pre-assessment meeting	conducted		
Simulated Business			
		<u> </u>	
Assessment Co	onditions		
evidence gathered demo typical activities experier	ducted in a safe environment nstrates consistent perfor need in the workforce dev dopment field of work and	mance of elopment	
Business strategy and	d operation plans		
Business technology		alayant ta	
staff recruitment, sele	ns and codes of practice rection and induction	elevant to	
<ul> <li>Interaction with others</li> </ul>	5.		
Assessors must satisfy N	VR/AQTF assessor require	ements.	
own work and comply with that if there is any doubt	s and assessment complete all relevant copyright and p of the authenticity of any p ne signatory of evidence re	plagiarism r piece of my	ules. I understand assessment I can
Learner Name			
Learner Signature		Date	
Assessor Name			
Assessor Signature		Date	

# **Learner Assessment Pack**Assessment



## Tasks

You are required to complete all tasks as instructed.

## Context

Your Assessor	will	advise	you	of	the	tasks	that	you	must	complete	related	to your
industry.												
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			. ,									

To be assessed for this competency, you must demonstrate your 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.

The following Assessment Tasks must be completed by you to enable you to demonstrate these skills. These must be conducted:

Using the simulated business Bounce Fitness

or

In your own workplace if you are able to access all the documents and conduct all of the activities.

Ensure that you gain the approval of your choice with your Assessor before commencing.

The documents you will require if you are using the simulated business Bounce Fitness can be found on the Bounce Fitness website:

- · Infrastructure Tab / Business Strategy and Planning Documents
- Bounce Fitness / Policies / Human Resource Policy / Code of Conduct
- Policies tab / Human Resources / Employment Assistance Program Policy
- · Procedures tab / Human Resources / Employment Assistance Program Policy
- Policies tab /Human Resources Policies
- Documents tab / Financial / Standard Services Agreement Template
- Documents tab / Human Resources folder / Surveys
- People tab / Hierarchal Structure

You may need to conduct further research.

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## Using Your Own Business

If you are using your own organisation, you must find a human resources program that you can plan and implement in a coordinated approach with other existing human resources functions across the organisation.

To do this, simply read the question and substitute your organisation for references to Bounce Fitness, and your human resource service for references to the employment assistance program.

You will need to provide copies of all of the documents from your organisation that are requested for Bounce Fitness in the Task instructions.

Obtain the approval of your Assessor before you commence.

## Case Study

The simulated business, Bounce Fitness, wants to implement an Employment Assistance Program to support their staff. You have been charged with planning and implementing this program across the organisation. It must be integrated with other HR programs.

Bounce Fitness believes that this is an investment which will ensure that all staff are able to access help when they need it.

You are in charge of this project.



## Task 1 – Theory: Short Answer Questions

Task 1 requires you to demonstrate your knowledge of managing human resources. To enable you to do this, answer the following questions. If you require more space, use your own paper placing your name and group identifier at the top and the question number beside your answer.

	nan resources?	
		_
Summarise the c	ode of conduct of Bounce Fitness.	
	ow human resource strategies and	d planning pro
	ow human resource s <b>trategies and</b> a <b>nd ope</b> rational plans.	d planning pro
		d planning pro
ink to business a	and operational plans.	
link to business a		
ink to business a	and operational plans.	

1e	Briefly describe how feedback is used to modify the delivery of humanesources.
1f	When you have finished Tasks 2, 3 and 4, calculate the human resource return on investment for this project.



## **Assessor Feedback**

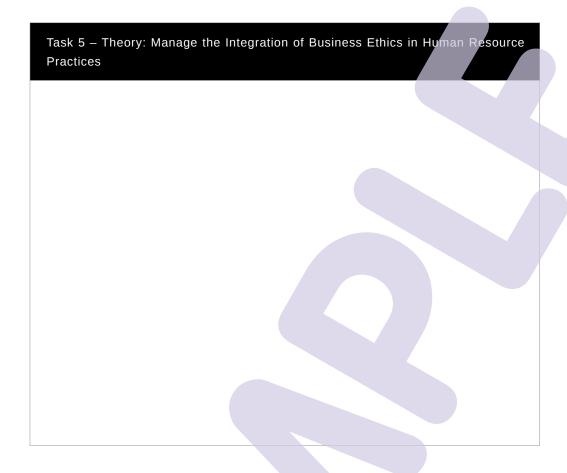
## **Key Points and Suggested Answers**

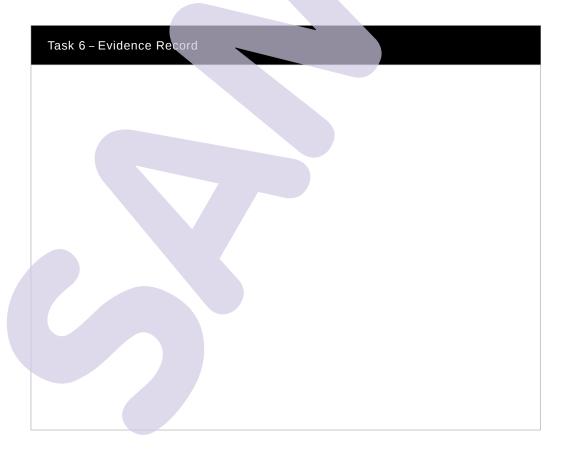
Assessor feedback is recorded here. The Assessor will record what they saw or heard, how it related to the performance criteria, their judgement and why they made that judgement.











## Tasks Sign-Off Sheet

Learner Name	Assessor Name
Learner Signature	Assessor Signature
Date	Date



# **Learner Assessment Pack**Recording



## **Record of Assessment**

Learner Details	Assessor Details
Name	Name
Course Code	Site and Date
Unit Code BSBHRM501	Unit Name Manage Human Resource Services

Performance Criteria Mapping				
Assessment Activity	T	PC Mapping	Satisfactory	Needs More Evidence
Task 1 – Theory: Short Answer Questions	Task 1a Task 1b Task 1c Task 1d Task 1e	KE1 KE2 KE3 KE4 KE5		
Task 2 – Practical: Determine Strate Delivery of HR Services	egies for	1.1, 1.2, 1.3, 1.4, 2.5, 1.6, 1.7		
Task 3 – Practical: Manage the Deli Resource Services	very of Human	2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8		
Task 4 – Project: Evaluate Human R Services Delivery	Resource	3.1, 3.2, 3.3, 3.4, 3.5, 3.6		
Task 5 – Theory: Manage the Integr Business Ethics in Human Resource		4.1,4.2, 4.3, 4.4, 4.5		
Task 6 – Evidence Record  Only required if the simulated busused.	siness is NOT	1.1, 1.2, 1.3, 1.4, 2.5, 1.6, 1.7, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 4.1,4.2, 4.3, 4.4, 4.5		

Perfo	rmance Evidence Mapping		Satisfactory	Needs More Evidence
PE1	Plan and manage human resource delivery within legislative, organisational and business ethics frameworks	Tasks 1, 2, 3, 4, 5 and 6		
PE2	Communicate effectively with a range of senior personnel	Tasks 2c, 3a, 3c, 4e and 6		П
PE3	Identify and arrange training support where appropriate	Tasks 3e and 6		
PE4	Calculate human resource return on investment within the organisation.	Tasks 1f and 6		

Know	ledge Evidence Mapping		Satisfactory	Needs More Evidence
KE1	Identify the key provisions of legal and compliance requirements that apply to managing human resources	Tasks 1a and 6		
KE2	Summarise the organisation's code of conduct	Tasks 1b and 6		
KE3	Explain human resource strategies and planning processes and their relationship to business and operational plans	Tasks 1c and 6		
KE4	Describe performance and contract management	Tasks 1d and 6		
KE5	Explain how feedback is used to modify the delivery of human resources	Tasks 1e and 6		

Context Mapping	PC Mapping	Satisfactory	Needs More Evidence

Foundation Skills Mapping					
Skill	Description	ACSF Level	Mapping	Satisfactory	Needs More Evidence
Reading	Critically evaluates and applies content from a range of structurally complex texts	5	Tasks 1, 2, 3, 4 and 5		
Writing	Develops a range of documentation using tone, structure and language suited to context and audience	5	Tasks 1, 2, 3, 4 and 5		
Oral Communication	Asks questions to gather information and listens carefully to evaluate information	5	Task 3b		
	Uses appropriate vocabulary and tone in negotiations	5	Tasks 1, 2, 3, 4 and 5		
Numeracy	Makes basic calculations to ensure work output meets predetermined timeframes	5	Task 1f		
	Selects from an expanding range of mathematical strategies when analysing investment policies	5	Task 1f		
Navigate the world of work	Considers and adheres to organisational policies and procedures when developing plans and strategies	5	Task 1a		
	Monitors adherence to legislative and organisational requirements	5	Task 1b		
	Appreciates the implications of ethical, legal and regulatory responsibilities related to own work	5	Task 5		
	Considers own role in terms of its contribution to broader goals of the work environment	5	Task 5		
Interact with others	Recognises the importance of taking audience, purpose and contextual factors into account when making decisions about what to communicate to whom, why and how	5	Tasks 1, 2, 3, 4 and 5		
	Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction	5	Tasks 1, 2, 3 and 4		
	Develops plans for complex, high- impact activities with organisational implications	5	Tasks 2, 3 and 4		
Get the work done	Uses systematic, analytical processes to solve problems in complex, non-routine situations	5	Tasks 2, 3 and 4		
	Uses analytical processes to decide on a course of action, establishing criteria for deciding between options, and seeking input and advice from others	5	Tasks 2, 3 and 4		
	Uses digital technologies and systems safely, legally and ethically when gathering, storing and accessing information	5	Tasks 2, 3, 4 and 5		

(please tick appropriate box)	Yes	No				
Comments and future action noted in Learner Assessment Pack	\(\overline{Q}\)					
Results discussed and agreed to  You have the right to appeal the outcome of your assessment.						
The Learner is	Competent Not Yet Competent					
Learner Comments						
Assessor Comments						
Details of further evidence required						
After reassessment the Learner is	Competent  Not Yet Competent					
Assessor Signature	Date					
The signature confirms that I have submitted all my own work and agree with the assessment decision and feedback.						
Learner Signature	Date					