

Learner Assessment Pack

Manage Human Resource Services

BSBHRM501



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BSBHRM501
Manage Human Resource Services

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Table of Contents

	Learner Assessment Pack
75	Assessment Delivery Learner Information Steps for Learner Assessment Agreement
79	Assessment Tasks Context Assessor Feedback
99	Recording Record of Assessment

SAMPLE

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.
2. 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 Method

- Classroom
- Small Group
- One-on-One
- Online
- Other (please describe)



Assessment Method

- Learner's Organisation –
Pre-assessment meeting conducted
- Simulated Business



Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – human resource development field of work and include access to:

- Business strategy and operation plans
- Business technology
- Legislation, regulations and codes of practice relevant to staff recruitment, selection and induction
- Interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

I confirm that the activities and assessment completed as part of this unit are my own work and comply with all relevant copyright and plagiarism rules. I understand that if there is any doubt of the authenticity of any piece of my assessment I can be orally examined and the signatory of evidence records may be contacted.

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 / Hierarchical 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.

- 1a** Identify the key provisions of legal and compliance requirements that apply to managing human resources?

- 1b** Summarise the code of conduct of Bounce Fitness.

- 1c** Briefly explain how human resource strategies and planning processes link to business and operational plans.

- 1d** Briefly describe performance and contract management.

Task 1 – Theory: Short Answer Questions (continued)

1e Briefly describe how feedback is used to modify the delivery of human resources.

1f When you have finished Tasks 2, 3 and 4, calculate the human resource return on investment for this project.

Include copies of any documents to which you refer for your Assessor.

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.

Task 1 – Theory: Short Answer Questions

SAMPLE

Task 2 – Practical: Determine Strategies for Delivery of HR Services (continued)

SAMPLE

Task 4 – Project: Evaluate Human Resource Services Delivery

SAMPLE

Task 5 – Theory: Manage the Integration of Business Ethics in Human Resource Practices

Blank area for Task 5 response.

Task 6 – Evidence Record

Blank area for Task 6 response.

Tasks Sign-Off Sheet

Learner Name

Assessor Name

Learner Signature

Assessor Signature

Date

Date

SAMPLE

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	PC Mapping	Satisfactory	Needs More Evidence	
Task 1 – Theory: Short Answer Questions	Task 1a KE1	<input type="checkbox"/>	<input type="checkbox"/>	
	Task 1b KE2	<input type="checkbox"/>	<input type="checkbox"/>	
	Task 1c KE3	<input type="checkbox"/>	<input type="checkbox"/>	
	Task 1d KE4	<input type="checkbox"/>	<input type="checkbox"/>	
	Task 1e KE5	<input type="checkbox"/>	<input type="checkbox"/>	
Task 2 – Practical: Determine Strategies for Delivery of HR Services	1.1, 1.2, 1.3, 1.4, 2.5, 1.6, 1.7	<input type="checkbox"/>	<input type="checkbox"/>	
Task 3 – Practical: Manage the Delivery of Human Resource Services	2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8	<input type="checkbox"/>	<input type="checkbox"/>	
Task 4 – Project: Evaluate Human Resource Services Delivery	3.1, 3.2, 3.3, 3.4, 3.5, 3.6	<input type="checkbox"/>	<input type="checkbox"/>	
Task 5 – Theory: Manage the Integration of Business Ethics in Human Resource Practices	4.1,4.2, 4.3, 4.4, 4.5	<input type="checkbox"/>	<input type="checkbox"/>	
Task 6 – Evidence Record Only required if the simulated business is NOT used.	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	<input type="checkbox"/>	<input type="checkbox"/>	

Performance 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	<input type="checkbox"/>	<input type="checkbox"/>
PE2	Communicate effectively with a range of senior personnel	Tasks 2c, 3a, 3c, 4e and 6	<input type="checkbox"/>	<input type="checkbox"/>
PE3	Identify and arrange training support where appropriate	Tasks 3e and 6	<input type="checkbox"/>	<input type="checkbox"/>
PE4	Calculate human resource return on investment within the organisation.	Tasks 1f and 6	<input type="checkbox"/>	<input type="checkbox"/>

Knowledge 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	<input type="checkbox"/>	<input type="checkbox"/>
KE2	Summarise the organisation's code of conduct	Tasks 1b and 6	<input type="checkbox"/>	<input type="checkbox"/>
KE3	Explain human resource strategies and planning processes and their relationship to business and operational plans	Tasks 1c and 6	<input type="checkbox"/>	<input type="checkbox"/>
KE4	Describe performance and contract management	Tasks 1d and 6	<input type="checkbox"/>	<input type="checkbox"/>
KE5	Explain how feedback is used to modify the delivery of human resources	Tasks 1e and 6	<input type="checkbox"/>	<input type="checkbox"/>

Context Mapping	PC Mapping	Satisfactory	Needs More Evidence
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>

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	<input type="checkbox"/>	<input type="checkbox"/>
Writing	Develops a range of documentation using tone, structure and language suited to context and audience	5	Tasks 1, 2, 3, 4 and 5	<input type="checkbox"/>	<input type="checkbox"/>
Oral Communication	Asks questions to gather information and listens carefully to evaluate information	5	Task 3b	<input type="checkbox"/>	<input type="checkbox"/>
	Uses appropriate vocabulary and tone in negotiations	5	Tasks 1, 2, 3, 4 and 5	<input type="checkbox"/>	<input type="checkbox"/>
Numeracy	Makes basic calculations to ensure work output meets predetermined timeframes	5	Task 1f	<input type="checkbox"/>	<input type="checkbox"/>
	Selects from an expanding range of mathematical strategies when analysing investment policies	5	Task 1f	<input type="checkbox"/>	<input type="checkbox"/>
Navigate the world of work	Considers and adheres to organisational policies and procedures when developing plans and strategies	5	Task 1a	<input type="checkbox"/>	<input type="checkbox"/>
	Monitors adherence to legislative and organisational requirements	5	Task 1b	<input type="checkbox"/>	<input type="checkbox"/>
	Appreciates the implications of ethical, legal and regulatory responsibilities related to own work	5	Task 5	<input type="checkbox"/>	<input type="checkbox"/>
	Considers own role in terms of its contribution to broader goals of the work environment	5	Task 5	<input type="checkbox"/>	<input type="checkbox"/>
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	<input type="checkbox"/>	<input type="checkbox"/>
	Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction	5	Tasks 1, 2, 3 and 4	<input type="checkbox"/>	<input type="checkbox"/>
Get the work done	Develops plans for complex, high-impact activities with organisational implications	5	Tasks 2, 3 and 4	<input type="checkbox"/>	<input type="checkbox"/>
	Uses systematic, analytical processes to solve problems in complex, non-routine situations	5	Tasks 2, 3 and 4	<input type="checkbox"/>	<input type="checkbox"/>
	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	<input type="checkbox"/>	<input type="checkbox"/>
	Uses digital technologies and systems safely, legally and ethically when gathering, storing and accessing information	5	Tasks 2, 3, 4 and 5	<input type="checkbox"/>	<input type="checkbox"/>

(please tick appropriate box)	Yes	No
Comments and future action noted in Learner Assessment Pack	<input type="checkbox"/>	<input type="checkbox"/>
Results discussed and agreed to You have the right to appeal the outcome of your assessment.	<input type="checkbox"/>	<input type="checkbox"/>
The Learner is	Competent <input type="checkbox"/> Not Yet Competent <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

Learner Comments

Assessor Comments

Details of further evidence required

After reassessment the Learner is	Competent <input type="checkbox"/> Not Yet Competent <input type="checkbox"/>
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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**

