

## STUDENT ASSESSMENT GUIDE

**Unit of competency name** Manage human resources services

**Unit of competency number** BSBHRM501A

### Unit Purpose

On successful completion of this unit, learners should be able to effectively and efficiently coordinate Human Resource Services, including a range of documentation, policies and procedures.

Specifically, learners will be able to:

- Determine strategies for delivery of Human Resource Services
- Manage the delivery of human Resource Services
- Evaluate Human Resource Service delivery.

This unit is relevant to human resource managers who may be required to provide and/or contract the provision of HR services. It is equally relevant to line managers, and functional heads at all levels of the organisation, who are required to contract and/or provide performance feedback on those providing a service to the organisation.

In addition it is relevant to consultants who may work externally to the organisation.

### Reporting of assessment outcomes

Your result will be recorded and reported to you as Distinction or Credit or Competent or Not yet Competent.

If you are doing this unit in a course which is graded (Pass, Credit or Distinction) and this is one of the units which contribute to the course grade, your result in this unit will be assigned a nominal mark which will be used to calculate your course grade.

### Requirements to successfully complete this unit of competency

#### How will I be graded?

You will receive a GRADED result for this unit.

To demonstrate competence in this unit, the learner will need to provide evidence of the following:

- demonstrated skills in planning and implementing a coordinated approach to human resources functions across the organisation
- demonstration of engaging key stakeholders, implementing methods for developing and monitoring human resources plans, and aligning human resources with broader business objectives
- knowledge of relevant legislation.

To achieve a CREDIT you must provide firstly satisfy the requirements for a competence and also:

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STUDENT ASSESSMENT GUIDE - UNIT OF COMPETENCY**

- More thorough research, particularly in regard to planning and forecasting
- Evidence of consultation and problem-solving
- Demonstrated ability to monitor, evaluate and review processes;
- Application of intervention strategies, eg client satisfaction surveys;
- Analysis of potential risks to the Service delivery Agreement
- Identify and rectify issues related to under-performance;
- Provides a platform for feedback, through surveys/consultation
- Develops responses to feedback
- Presents a range of communication skills and higher order thinking skills
- Capacity to justify and present HR services, distinctively and creatively, in a coherent and articulate manner.

To achieve a **DISTINCTION** you must provide firstly satisfy the requirements for a **PASS** and **CREDIT** and also:

- All performance indicators set for Pass and Credit levels (see above);
- Presents innovative HR advertising strategies and critique outcomes;
- Shows reasoning ability, methodical evaluation, timely feedback response and responsibility for quantity and quality;
- Differentiates situational/diversity needs, and manages risk;
- Demonstrates negotiation, consultation, problem-solving and organisational skills;
- Development of strategic goals, and participation in continuous improvement of HR consultancy services;
- Shows originality, analytical thinking, and creative exploration of diverse HR concepts, e.g. methods of service delivery;
- Displays attitudes, ethics and values relevant to professional role.

Your teacher will advise you of the assessment requirements for this unit. You may be required to prepare a Service Agreement and undertake a Critical Analysis, for example.

### **What you will need**

Your teacher will advise you of any resources, including text books, which you will require for this unit.

### **More about assessment**

For information about assessment in TAFE please see "Every Student's Guide to Assessment in TAFE NSW" which is available on the TAFE internet site at:  
[http://www.tafensw.edu.au/courses/about/assessment\\_guide.htm](http://www.tafensw.edu.au/courses/about/assessment_guide.htm)

### **Additional details for local assessment arrangements**