



BSBHRM417

Assessor Guide

# Support human resources functions and processes

## Assessment 1 of 2

### Short answer questions



## Assessment Instructions

### Task overview

This assessment task requires you to answer nine (9) short answer questions. Read each question carefully before typing your response in the space provided.

### Assessment Information

#### Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

#### Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

### Question 1

Explain the key purpose of the Fair Work Act 2009.

[Approximate word count: 40 words]

**Assessor instructions:** Students must outline the purpose of the Fair Work Act 2009.

A sample answer is provided below.

The FWA 2009 is the main legislation that governs the employee/employer relationship in Australia. It provides a safety net of minimum entitlements, enables flexible working arrangements and fairness at work and prevents discrimination against employees.

### Question 2

Outline the **eleven (11)** minimum entitlements of the National Employment Standards. Who do they apply to?

**Assessor instructions:** Students must include the 11 NES, as well as identify who it applies to.

A sample answer is provided below.

National Employment Standards	
1.	Maximum weekly hours
2.	Requests for flexible working arrangements
3.	Parental leave and related entitlements
4.	Annual leave
5.	Personal carer's leave and compassionate leave
6.	Community service leave
7.	Long service leave
8.	Public holidays
9.	Notice of termination and redundancy pay
10.	Fair Work Information Statement
11.	Offers and requests to convert from casual to permanent employment
Who does the NES apply to? [Approximate word count: 40 words]	
All employees in the national workplace relations system are covered by the NES regardless of the award, registered agreement or employment contract that applies.	

### Question 3

Identify and briefly describe the purpose of **three (3)** pieces of discrimination legislation that apply to the human resources area. They can be state or commonwealth legislation.

[Approximate word count: 50 words per description]

**Assessor instructions:** Students must identify and outline three (3) pieces of discrimination legislation applicable to human resources.

A sample answer is provided below.

Legislation		Brief description
1.	Age Discrimination Act 2004	This Act helps to ensure that people are not treated less favourably on the ground of age in various areas of public life, including: <ul style="list-style-type: none"> <li>employment</li> <li>provision of goods and services</li> <li>education</li> <li>administration of Commonwealth laws and programs.</li> </ul>
2.	Disability Discrimination Act 1992	This Act has as its major objectives to: <ul style="list-style-type: none"> <li>eliminate discrimination against people with disabilities</li> <li>promote community acceptance of the principle that people with disabilities have the same fundamental rights as all members of the community</li> <li>ensure as far as practicable that people with disabilities have the same rights to equality before the law as other people in the community.</li> </ul>
3.	Racial Discrimination Act 1975	This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to: <ul style="list-style-type: none"> <li>promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin</li> <li>make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.</li> </ul>

**Alternative answers may include:**

**Sex Discrimination Act 1984**

This Act gives effect to Australia's obligations under the Convention on the Elimination of All Forms of Discrimination Against Women and certain aspects of the International Labour Organisation (ILO) Convention 156. Its major objectives are to:

- promote equality between men and women
- eliminate discrimination on the basis of sex, marital status or pregnancy and, with respect to dismissals, family responsibilities
- eliminate sexual harassment at work, in educational institutions, in the provision of goods and services, in the provision of accommodation and the delivery of Commonwealth programs.

**Question 4**

Identify and briefly describe **three [3]** human resources policies and procedures commonly used in organisations.

[Approximate word count: 20 words per description]

**Assessor instructions:** Students must reflect common HR-related policies and procedures.

A sample answer is provided below.

Human Resources Policy and Procedure	Brief description
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1.	Recruitment and selection policy and procedures	This guides recruitment and selection of staff from identifying the role of advertising to final selection and induction.
2.	Termination policy and procedures	This outlines the procedures that must be followed to terminate an employee from the initial warning right through to termination and provide appropriate notice periods.
3.	Training and development policy and procedures	This guides staff training and development, from identifying the training needs to organising professional development.

**Alternative answers may include:**

Performance management policy and procedures

- provides structure to systems of reviewing staff performance and guidance on actions to be taken where staff may be underperforming.

**Question 5**

Outline **three (3)** key ethical obligations of human resources personnel.

(Approximate word count: 20 words per description)

**Assessor instructions:** Students must identify and describe a minimum of three key ethical obligations of human resources personnel.

A sample answer is provided below.

Ethical obligation		Brief description
1.	Confidentiality	This involves keeping the human resources information of all personnel confidential.
2.	Conflict of interest	For example, if a person known to a human resources officer applies for a position, ensuring this conflict of interest is declared and managed.
3.	Respect	Treat everyone with dignity, respect and compassion and ensure a workplace free of harassment and discrimination.

**Question 6**

Outline **four (4)** features of a Human Resources Management System (HRMS), including features that can analyse human resources metrics.

(Approximate word count: 50 words total)

**Assessor instructions:** Students must outline at least four (4) features of a HRIS system. At least one of the features should address workforce or data analysis.

A sample answer is provided below.

HRIS Features	
1.	Centralised storage of employee information for example:

	<ul style="list-style-type: none"> <li>• job or role descriptions</li> <li>• employee personal details</li> <li>• employee profiles</li> <li>• employee qualifications.</li> </ul>
2.	<p>Recruitment records for example:</p> <ul style="list-style-type: none"> <li>• job descriptions</li> <li>• selection criteria's</li> <li>• job applications</li> <li>• job interview records</li> <li>• assessment results</li> <li>• job offers and acceptance letters.</li> <li>• applicant tracking systems.</li> </ul>
3.	<p>Employee onboarding for example:</p> <ul style="list-style-type: none"> <li>• tax file number declaration form</li> <li>• superannuation choice form</li> <li>• personal details form</li> <li>• awards and EBA's</li> <li>• probation information</li> <li>• policies and procedures</li> <li>• staff inductions.</li> </ul>
4.	<p>Performance management for example:</p> <ul style="list-style-type: none"> <li>• performance reviews</li> <li>• self-evaluations</li> <li>• customer or client feedback</li> <li>• tracking performance measures.</li> </ul> <p>Alternative answers may include:</p> <ul style="list-style-type: none"> <li>• professional development for example: <ul style="list-style-type: none"> <li>○ training completed</li> <li>○ professional development plan</li> <li>○ tracking and recording professional development activities.</li> </ul> </li> <li>• employee self-service for example: <ul style="list-style-type: none"> <li>○ viewing payslips</li> <li>○ requesting leave</li> <li>○ viewing leave balances</li> <li>○ maintaining timesheets</li> <li>○ allowing employees to view and update their own profile.</li> </ul> </li> <li>• time and absence management for example maintaining records of: <ul style="list-style-type: none"> <li>○ employee rosters or schedules</li> <li>○ attendance records</li> <li>○ timesheets</li> <li>○ leave</li> <li>○ payroll.</li> </ul> </li> </ul>

- workforce analytics
  - HR reporting functions.

### Question 7

Outline **three [3]** key responsibilities of the following human resources roles.

[Approximate word count: 50 words total]

**Assessor instructions:** Students must identify three [3] key responsibilities of the identified HR roles.

A sample answer for each is provided below.

	Human Resources Manager	Recruitment Officer	Employee Relations Officer
1.	Ensure key policies and procedures are in place for human resources management.	Organise and conduct the recruitment and selection of staff.	Negotiate terms and conditions of employment contracts.
2.	Support management to perform HR functions with their teams.	Support and participate in the onboarding process for new hires.	Manage/ mediate staff complaints/ conflict.
3.	Manage talent within an organisation and succession planning	Assist with workforce/ resource planning.	Participate in employee relations activity such as wrongful dismissal claims.

### Question 8

Identify a human resources network for each of the following areas. In your answer, include the name of the organisation and its key purpose.

[Approximate word count: 30 words per network]

**Assessor instructions:** Students must identify relevant networks, including the name of the network and its key purpose, in the following categories.

A sample answer is provided below.

	Area	Human resources network
1.	In your local area	Sydney recruitment meetup's key purpose is to create and further a community of recruiters, Hr and businesses for networking, exchanging best practices, professional development and mentoring, and promoting modern recruitment.
2.	For your state or territory	NSW learning and development network – Its key purpose is to be a network and community of practice for sharing and promoting best practice, learning and development delivery, management and research.
3.	Australia wide	Australian Human Resources Institute [AHRI] – Its key purpose is to represent human resources and people management professionals.

4.	Internationally	International association for Human Resource Information Management – Its key purpose is to provide expertise in human resources technology, innovation systems and analytics.
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### Question 9

In your own words, define the term 'workforce sustainability'.

[Approximate word count: 40 words]

**Assessor instructions:** Students must define the term workforce sustainability.

A sample answer is provided below.

Workforce sustainability is about attracting and retaining a skilled workforce that will meet current and future business requirements. It seeks to increase staff retention, develop staff skills and provide a workplace that promotes staff well-being.

### Assessment checklist:

Students must have completed all short answer questions within this assessment before submitting. This includes:

1	9 short answer questions to be completed in the spaces provided.	<input type="checkbox"/>
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**Congratulations you have reached the end of Assessment 1!**

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