

EMPLOYEE RELATIONS

UNIT CODE: 0413 451 16A

TVET CDACC UNIT CODE: BUS/CU/HRM/CR/05/5/MA

Duration of Unit: 100 Hours

Relationship to Occupational Standards.

This unit addresses the Unit of Competency: Manage Employee Relations.

UNIT DESCRIPTION:

This unit covers the competencies required to provide employee relation services. It involves registering employee grievances, coordinating employee welfare programs and maintaining employee communication channels.

Summary of Learning Outcomes

S/No	ELEMENTS	DURATION (HOURS)
1	Manage Collective Bargaining	22
2	Conduct Career Progression	30
3	Coordinate Employees' Welfare Programs	24
4	Handle Grievances and Disputes	24
	Total	100

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Handle grievances and disputes	1.1 Employee grievance procedure 1.1.1 Meaning of Grievances 1.1.2 Causes of employees grievances 1.1.3 Employees grievance procedure 1.2 identifying Channels for submitting grievances	• Practical assessment • Observation • Portfolio of Evidence • Project • Written assessment • Oral assessment party report

Learning Outcome	Content	Suggested Methods	Assessment
	1.2.1 Direct report to line managers/supervisor/ employee relations 1.2.2 Suggestion box 1.2.3 Union or employee representative 1.2.4 Formal grievance forms 1.2.5 Whistle blower 1.2.6 Ombudsman 1.3 Documentation of Employee Grievances 1.4 Classification of employee grievances 1.4.1 Nature of grievance: Individual Vs collective 1.4.2 Subject matter: Salary and wage related, work environment, disciplinary harassment and discrimination, work load related, benefits and leaves 1.4.3 Severity: Minor Vs Major 1.4.4 Frequency: occasional or persistent Nature of		

Learning Outcome	Content	Suggested Assessment Methods
	grievance: Individual Vs collective	
2. Manage Collective Bargaining	2.1 Collective Bargaining agreement 2.2 Collective bargaining procedure 2.3 Collective bargaining agreement 2.3.1 Meaning 2.3.2 Content 2.3.3 Negotiation skills 2.4 Limitations of collective bargaining 2.5 Types of collective bargaining	• Practical assessment • Observation • Portfolio of Evidence • Project • Written assessment • Oral assessment
3. Coordinate Employee Welfare Programs	3.1 Employees welfare programs 3.1.1 Health and wellness program 3.1.2 Work life balance program 3.1.3 Financial wellbeing program 3.1.4 Paid time off 3.1.5 Flexible time arrangement 3.1.6 Family friendly benefits 3.1.7 Education assistance	• Practical assessment • Observation • Portfolio of Evidence • Project • Written assessment • Oral assessment

Learning Outcome	Content	Suggested Methods	Assessment
	3.2 Employee welfare programs communication channels 3.2.1 Employee handbook and manuals 3.2.2 Intranet and websites 3.2.3 Internal newsletters and announcement 3.2.4 Posters and flyers 3.2.5 Company meetings 3.2.6 Social media and digital platforms 3.2.7 Employee resource groups 3.2.8 Workshop and training sessions 3.3 Employee welfare programs communication channel needs are identified, 3.4 Employee welfare programs channels reviews and updates. 3.5 Employee welfare programs communication channels monitoring and evaluation 3.6 Promotion of employee welfare program communication channels.		

Learning Outcome	Content	Suggested Assessment Methods
	3.7 Documentation of employee welfare program participation.	
4. Conduct Career Progression	1.7 Guidelines of career Progression 1.8 Identify vacancies 1.9 Identifying employee eligible for promotion 1.10 Promotion process 1.11 Career progression methods	• Practical assessment • Written assessment • Observation • Portfolio of Evidence • Third party report • Oral questions

Suggested Methods of Delivery

- ☐ Demonstration
- ☐ Practical work by trainees
- ☐ Group discussions
- ☐ Role play
- ☐ Case study
- ☐ Assignments

Recommended Resources for 30 trainees

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	Learning Materials			
1.	Textbooks		5 pcs	1:6
2.	PowerPoint presentations	For trainer's use		

3.	Projector		1	1;30
4.	Whiteboard		1	1;30
5.	Report writing templates			
6.	Rolls flip charts		1	1;30
7.	Assorted color of whiteboard markers	For trainers Use		
B	Learning Facilities & infrastructure			
1.	Lecture/theory room		1	1:30
2.	Computer Laboratory		1	1:30
C	Consumable materials			
1.	Assorted whiteboard markers		30	1:1
2.	Internet connection		200 mbps	-
3.	Antivirus Software			-
4.	Printing Papers		Enough	-
5.	External storage media		1 tb	-
D	Tools and Equipment			
1.	Printers		2 pcs	2:30
2.	Computers	With Windows /Linux/Macintosh Operating System, Microsoft Office Software, Google Workspace	30pcs	1:1

		Account, Antivirus Software		
3.	Mobile phones		10	10:30

References

2. Text books
3. Journals
4. E-books
5. magazines