

PROVIDE EMPLOYEE COUNSELLING

UNIT CODE: 0413 551 20A

TVET CDACC UNIT CODE: BUS/OS/HRM/CR/03/6/MA

UNIT DESCRIPTION

This unit specifies the competencies required to provide employee counselling. It involves managing employee conflict, providing employee support and evaluating performance improvement

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function	These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicized terms are elaborated in the range)</i>
1. Manage Employee Conflicts	1.1 Policies and procedure for managing conflicts are developed 1.2 Employees conflicts are identified as per workplace procedures 1.3 Conflict resolution techniques are implemented as per workplace procedures
2. Provide Employee Support	2.1 Wellness programs are Implemented as per HR policy 2.2 Work life balance initiatives are implemented as per the HR manual 2.3 Resources for employee development and career support are provided as per the work standard
3. Evaluate Performance Improvement	3.1 Employee performance gaps are identified as per the role requirement 3.2 Constructive feedback and coaching is provided as per workplace procedures 3.3 Performance improvement plans are implemented as per workplace procedures

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. Conflict resolution techniques may include but are not limited to:	• Mediation • Consensus Building • Negotiation • Collaboration • Avoiding • Accommodation
2. Wellness programs may include but are not limited to:	• Sensitization • Physical fitness • Health Insurance • Employee assistance programs • Wellness retreats
3 Work life balance initiatives may include but are not limited to:	• Flexible work arrangement • Remote work • Leaves
4 Resources for employee development may include but are not limited to:	• Training • Mentoring and coaching • Professional development plans • Opportunities for career progression

REQUIRED KNOWLEDGE AND SKILLS

This section describes the skills and knowledge required for this unit of competency.

Required Knowledge

The individual needs to demonstrate knowledge and understanding of:

- Knowledge management
- Legislation on cross-cutting issues e.g. disability mainstreaming
- Organization policies, structures, processes, work standards skills and competencies
- Capacity building

Required Skills

The individual needs to demonstrate the following additional skills:

- Interpersonal
- Communication
- Negotiations
- Critical thinking
- Strategic management
- Data collection and reporting
- Presentation

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and understanding and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Conducted preparations for collective bargaining agreement as per trade union act, 2007. 1.2 Identified vacancies in the staff establishment as per career planning. 1.3 Identified employees eligible for promotion in line with scheme of service. 1.4 Identified employee welfare programs as per HR Manual 1.5 Received and documented grievance and disputes as per HR Manual.
2. Resource Implications	The following MUST be provided: 2.2 Regulations, guidelines and strategic plan 2.3 Organization structure, functions, policies and procedures

	2.4 Organization work plan
3. Methods of Assessment	Competency may be assessed through: 3.1 Practical Assessment 3.2 Projects 3.3 Portfolio of evidence 3.4 Third party report 3.5 Written Test 3.6 Oral questions
4. Context of Assessment	4.1 Competency may be assessed in a workplace or simulated work environment.
5. Guidance information for assessment	5.1 Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.