

MANAGE EMPLOYEE RELATIONS

UNIT CODE: 0413 451 16A

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

UNIT DESCRIPTION

This unit specifies the competencies required to manage employee relation. It involves managing collective bargaining, conducting career progression, coordinating employee's welfare programmes and handling grievances and disputes.

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. Handle grievances and disputes	1.1 Grievances and disputes resolutions mechanisms are sensitized to employees as per HR Procedures 1.2 Grievances and disputes are received and documented as per HR Manual 1.3 Recommendations on appropriate grievance and dispute mechanisms are made to management based on the nature of grievance and dispute
2. Manage Collective Bargaining	2.1 Preparations for collective bargaining agreement is conducted based on Trade Union Act, 2007 2.2 Collective bargaining is conducted as per Labour Relations Act, 2012 2.3 A collective bargaining agreement is drawn as per Labour Relations Act, 2012
3.Coordinate employees' welfare programs	3.1 <i>Employee welfare programs</i> are identified as per HR Manual 3.2 Goals and objectives of each program are established as per HR Manual

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	3.3 Employees' welfare programs are implemented as per HR Manual
4. Conduct career progression	3.1 Career Progression Guidelines are communicated to employees as per scheme of service 3.2 Vacancies in the staff establishments are identified as per career planning 3.3 Employees eligible for promotion are identified in line with scheme of service 3.4 Promotion process is carried as per scheme of service.

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. Employee welfare programs may include but not limited to:	• Health insurance • Dental insurance • Life insurance • Disability insurance • Vision insurance.

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:

- Enabling legislation that govern employment and the work place
- 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: 2.1 Regulations, guidelines and strategic plan 2.2 Organization structure, functions, policies and procedures 2.3 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.