

## DEMONSTRATE MANAGEMENT OF HUMAN RESOURCES

**UNIT CODE: BUS/OS/HRM/CC/02/5**

### Unit Description

This unit specifies the competencies required to demonstrate human resources management

It involves identify the purpose of human resources management, evolution of human resources management, demonstrate understanding of evolution of human resources management, human resources support services, provide human resources support services and addressing emerging issues in human resources

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b> These describe the key outcomes that make up workplace function.	<b>PERFORMANCE CRITERIA</b> These are assessable statements that specify the required level of performance for each of the elements. <i><b>Bold and italicized terms are elaborated in the Range</b></i>
1. Identify the purpose of human resources management	1.1 Human resources management is defined as per the SOPs 1.2 Importance of human resources management is established as per the SOPs 1.3 Human resources management contribution to organization performance is identified as per

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	the SOPs 1.4 Main activities, responsibilities and tasks of human resources management are highlighted as per the work place procedures 1.5 Functions of human resources management are identified as per the SOPs 1.6 <i>Theories of human resources management</i> and their relationship to HRM are defined as per the SOPs 1.7 Principles of human resources management are underlined as per the SOPs 1.8 <i>Personal qualities</i> needed for human resources practitioners work are outlined as per the SOPs
2. Demonstrate understanding of Evolution of human resources	2.1 Stages of development since industrial evolution are familiarized with as per the SOPs 2.2 Multi-disciplinary nature of human resources management is

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management	highlighted as per the SOPs 2.3 Emerging issues in human resource management are defined as per the SOPs
3. Provide human resources support services	3.1 Human resource support services are identified as per the SOPs 3.2 The organization structure of human resource department is drawn as per the work place activities 3.3 Importance of human resource department is underlined as per the SOPs 3.4 Evaluating performance of the human resources management function is carried out as per the SOPs
4. Address emerging issues in human resources	4.1 Emerging issues in human resource are identified as per the SOPs 4.2 Effects of emerging issues in human resources management are highlighted as per the SOPs 4.3 Significant contemporary issues

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	<p>in human resource management are analysed and evaluated as per the work place procedures 4.4 The <i><b>factors affecting the future of human</b></i> resources management is identified</p>

## 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.

<b>Variable</b>	<b>Range</b>
<p>Theories of human resources management May include but not limited to</p>	<p>1.1 Human capital theory 1.2 Contingency theory 1.3 The Configurational theory 1.4 Resource based theory</p>
<p>Personal qualities for Human Resource (HR) professionals May include but not limited to:</p>	<p>1.1 Knowledge and expertise 1.2 Communication 1.3 Time management 1.4 Self-discipline 1.5 Trustworthy</p>

<b>Variable</b>	<b>Range</b>
	1.6 Confidentiality
Factors affecting the future of human resource management May include but not limited to	1.1 Globalization 1.2 Technology 1.3 Professionalism

## **REQUIRED SKILLS AND KNOWLEDGE**

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

### **Required Skills**

The individual needs to demonstrate the following skills:

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

### **Required Knowledge**

The individual needs to demonstrate knowledge of:

- Enabling legislation that govern employment and the work place
- Organization policies, structures, processes, work standards skills and competencies

- Human resource support services
- Human resource evolution

## **EVIDENCE GUIDE**

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidences that the Individual:</p> <ul style="list-style-type: none"> <li>1.1 Identified the importance of human resources management in an organization</li> <li>1.2 Described the main activities, responsibilities and tasks in human resource management</li> <li>1.3 Analysed the theories of human resources management, showing their relationship to HRM</li> <li>1.4 Applied the principles of human resources management in handling human resource issues</li> <li>1.5 Described the of evolution of human resources management</li> <li>1.6 Identified the importance of human resource support services</li> </ul>
<p>2. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> <li>2.1 Regulations, guidelines and strategic plan.</li> <li>2.2 Organization structure, functions, policies and procedures</li> <li>2.3 Computers and computer software</li> <li>2.4 Computer servers</li> <li>2.5 Internet and intranet connectivity</li> </ul>

<p>3. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> <li>3.1 Written questions</li> <li>3.2 Oral questions</li> <li>3.3 Observation</li> <li>3.4 Projects</li> <li>3.5 Review of portfolios</li> <li>3.6 Review of third party workplace reports</li> </ul>
<p>4. Context for assessment</p>	<p>Assessment may be done in the workplace or in a simulated workplace setting (assessment centers)</p>
<p>5. Guiding information for assessment</p>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>