

**NEW ZEALAND INSTITUTES OF TECHNOLOGY AND POLYTECHNIC
QUALIFICATIONS IN INFORMATION & COMMUNICATIONS TECHNOLOGY**

PRESCRIPTION: HR700 HUMAN RESOURCE MANAGEMENT

AIM OF MODULE:	To enable students to understand the principles of personnel selection, performance problems and appraisals in contemporary NZ.
CREDITS:	7
KNOWLEDGE ASSUMED FROM:	SS600 Supervisory Skills
STUDENT LEARNING HOURS:	70
CONTENT REVISED:	2004
PRESCRIPTION EXPIRY DATE:	Nov 2011

Level and Assessment Schedule

TOPICS	Highest Skill Level				Suggested Assessment Percentage
	R	C	A	P	
1. Recruitment Process				*	20
2. Recruitment Documentation				*	20
3. Performance Reviews				*	20
4. Discipline and Grievance Procedures				*	20
5. Employment Contracts and Unions		*			10
6. Restructuring		*			10
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LEARNING OUTCOMES

The student will:

- | | | |
|---|---|--|
| P | 1 | Demonstrate an understanding of the process of recruitment and carry out each step of that process in a simulated environment. |
| P | 2 | Understand the role of documentation in the recruitment process and create required recruitment documentation. |
| P | 3 | Explain the concept of performance reviews and methods, and carry out a simulated performance review interview. |
| P | 4 | Demonstrate an understanding of the elements of discipline and grievance procedures while carrying out a simulated interview. |
| C | 5 | Discuss the benefits of work contracts, the role of unions and the implications of Employment Contracts Act 1991. |
| C | 6 | Understand and discuss the need for restructuring in organisations and its effects. |

CONTENT

1 RECRUITMENT PROCESS

- The complete recruitment and selection system including:
 - job analysis
 - job description
 - person specification
 - management controls
 - recruitment source(s) including advertising
 - selection process decision points
 - offer and acceptance in writing
 - induction
- Purpose and uses of job analysis, job descriptions and person specifications.
- Selection criteria and their purpose.
- Simulated selection interview and subsequent application evaluation against the selection criteria.
- Why induction is important and the information to be included in an induction programme.

2 RECRUITMENT DOCUMENTATION

- Job analysis.
- Job description and a performance criteria schedule including:
 - reporting
 - relationships
 - primary objective (purpose) of the job
 - key tasks
 - outputs/results and limits of authority
 - realistic performance measures
- Person specification.
- Critical factors.
- Job advertisement.
- Interview documentation.
- Candidate evaluation.
- Offer of employment/contract.
- Induction programme.

3 PERFORMANCE REVIEWS

- Definition of performance review and its importance to managers.
- Ongoing process of formal and informal performance review.
- Uses of performance review. (eg. Help employees develop, feedback on performance, identifying training needs)
- Methods and techniques of performance review. (eg. Ranking, rating, critical incident, MBO, checklists, self-appraisal, appraisal by peers, subordinates, customers)
- Analysis of performance problems.
- Goal setting and the preparation of action plans to develop new performance levels.
- Approaches to performance counselling and the advantages/disadvantages of each approach. (eg. Directive and non directive counselling, tell & sell, tell & listen and problem solving approach).
- Prepare and conduct a simulated performance review interview.

4 DISCIPLINE AND GRIEVANCE PROCEDURES

- Definition of "grievances" in the work place.
- Likely causes of grievances.
- Legal grievance procedure.
- Steps in handling a grievance occurring in the work place.
- Process for correctly disciplining and dismissing an employee.
- Implications of contravening those processes.
- Conduct a disciplinary interview.

5 EMPLOYMENT CONTRACTS AND UNIONS

- Why it is desirable for non union-covered staff to have a work contract.
- Steps involved in negotiating such a contract.
- The minimum contents of a workable document.
- The role of unions in the work place.
- How the union can assist an employee whenever there is advice and assistance required for various contraventions of conditions of employment, or grievances.
- The implications of this Act for employers and employees.

6 RESTRUCTURING

- Reasons for restructuring.
- Likely effects on employees.
- Options for staff surplus to requirements. (eg. redundancy, voluntary severance, redeployment, retraining)
- Benefits of those options.

TEACHING/LEARNING METHODS

Role plays/simulations must be included.