

Understanding Human Resource Management

Effective management of human resources is crucial for the success of any organisation. In a Registered Training Organisation (RTO), it becomes even more critical due to specific requirements related to trainer competence, currency, and professional development. By adhering to relevant legislation, guidelines, and standards, an organisation can ensure robust and specific practices for managing human resources and labour relations, ultimately contributing to the achievement of organisational objectives.

Role of Human Resources Management:

1. Hiring and Firing:

- Recruitment of new employees to fill vacant positions
- Ensuring compliance with hiring regulations and procedures
- Conducting effective employee termination processes when necessary

2. Administration:

- Developing and enforcing personnel policies and procedures
- Managing employee files, including role/duty statements, job descriptions, performance plans, employment contracts, and salary details
- Serving as a primary contact for workplace health and safety issues

3. Training and Development:

- Managing staff development programs and job training initiatives
- Implementing employee induction programs for new staff
- Facilitating ongoing professional development activities

4. Performance Management:

- Setting performance expectations and goals
- Monitoring employee performance and providing feedback
- Implementing performance improvement plans when needed

5. Employee Relations:

- Developing policies and procedures to guide employee/industrial relations
- Providing employee guidance and counselling services

- Addressing workplace conflicts and grievances

6. Employee Benefits and Wellness:

- Developing and implementing employee benefits programs
- Promoting employee wellness initiatives and programs

Recruitment in an RTO

Recruitment is the process of finding and selecting the people considered appropriate for the business' needs. Induction, that is introducing the successful candidates to the business, also forms part of the overall process of ensuring the right people are on staff. RTO Managers and/or HR Managers are often appointed to ensure the right people with the right attitude and the right qualifications and/or experience are in place to enable the business to operate smoothly and professionally.

In an RTO the human resource requirements can be very specific, particularly when it comes to the trainer and assessor staff. There are various legislation, guidelines and standards that apply to the working conditions and knowledge, skills, and abilities necessary in this area of an RTO's operations. For example: trainer competency and currency and working under supervision. General staff recruitment practices applied to trainers and assessors would not typically be considered sufficiently robust or specific.

Professional Development (PD) is also a key component for the human resources within a training organisation and, for trainers and assessors employed by an RTO. Clause 1.16 of the Standard for RTOs 2015 states they must undertake PD activities.

Note: This VET Fact Sheet provides general information and should not be considered as legal advice.