Assessment Session V1

5HR01 – Employment Relationship Management

Session objectives

1   **Overview of unit**

2   **Task details and expectations**

3   **Activities and criteria expectations**

4   **Hints and tips**

5   **Next steps and submission**

Avado

Background

This unit examines the key approaches, practices, and tools to manage and enhance the employee relationship to create better working lives and to understand the significant impact this can have on organisational performance.

Avado

5HR01 - Task

Task – Written responses

To complete the task, you should provide a written response to each of the following questions, making appropriate use of academic theory and practical examples to expand your response and illustrate key points.

To help the reader, please use the assessment criteria numbers as your headings.

Hints and Tips:

Review the guidance on the assessment brief and grading grid
Your total response word count should be 3900 +/- 10%.

Avado

Activities and criteria

Question 1

Activity	Criteria	Signpost to the Hub
A review of emerging developments to approaches to employee voice and engagement, followed by three recommendations for improvement.	AC1.1 Review emerging developments to inform approaches to employee voice and engagement.	**Week(s) 1**

Hints and Tips:
- You should start this section with a **definition** of **engagement** and a definition of **employee voice**.
- Provide a brief review of emerging developments in this area, such as *wellbeing initiatives, social media, and new technological advances*.
- Provide **three recommendations** to improve approaches to employee voice and engagement – based on your review.
- Explain how each recommendation could increase voice and engagement.

Avado

Question 2

Activity	Criteria	Signpost to the Hub
A discussion of the differences between employee involvement and employee participation and how they can help build effective employment relationships.	AC1.2 - Differentiate between employee involvement and employee participation and how it builds relationships.	**Week(s) 1**

Hints and Tips:
- Include a definition of **involvement** and a definition of **participation**.
- Identify and explain at least **two** differences between these concepts.
- Explain how **involvement** and **participation** can be used to build effective employment relationships.

Avado

Question 3

Activity	Criteria	Signpost to the Hub
An assessment of surveys, suggestion schemes and team meetings as approaches that can be used to drive employee engagement	AC1.3 - Assess a range of employee voice tools and approaches to drive employee engagement	**Week(s) 1**

Hints and Tips:
- Provide an assessment of **surveys, suggestion schemes and team meetings** as approaches that can be used to drive employee engagement.
- Include <u>**two**</u> advantages and <u>**two**</u> disadvantages of each of these approaches.
- Briefly explain how each can be used to drive employee engagement.

Avado

Question 4

Activity	Criteria	Signpost to the Hub
A critical evaluation of the interrelationship between employee voice and organisational performance.	AC1.4 Critically evaluate the interrelationships between employee voice and organisational performance.	**Week(s) 2**

Hints and Tips:
- For this criteria you need to **'critically'** evaluate. When you critically evaluate, you're not only justifying the importance or value of something using supportive evidence, but you're also offering your own judgement and assessment from **different perspectives.**

To achieve this:
- You should research **three** different sources which offer insight into the relationship between employee voice and organisational performance.
- Read each source and summarise their findings in three distinct paragraphs. You **must** cite the source within each paragraph.
- Then offer your own judgements of the link based on the review of the sources in a summative paragraph.

Avado

Question 5

Activity	Criteria	Signpost to the Hub
Explain the concept and design of better working lives and ways to promote good physical and mental health.	AC1.5 – Explain the concept of better working lives and how this can be designed.	**Week(s) 2**

Hints and Tips:
- You should start by explaining the concept of **better working lives**; you should support your explanation with the CIPD Good Work Index report.
- **Include a discussion** on ways to promote good physical and mental health to promote better working lives.
- You could apply specific organisational examples and frameworks.

Avado

Question 6

Activity	Criteria	Signpost to the Hub
An explanation as to the differences between organisational conflict and misbehaviour, and the differences between informal and formal conflict. (AC2.1)	AC2.1 – Distinguish between organisational conflict and misbehaviour, and between informal and formal conflict.	**Week(s) 2**

Hints and Tips:
- Firstly, define organisational conflict and misbehaviour.
- Provide at least **two** of the differences between organisational conflict and misbehaviour.
- Describe and differentiate between informal and formal conflict. It is recommended that you illustrate with examples - such as an argument at work, disagreements and cultural issues as informal and issues with leadership styles as formal.

Avado

Question 7

Activity	Criteria	Signpost to the Hub
Outline official and unofficial action, explaining their key features and differences between them. (AC2.2)	AC2.2 - Distinguish between official and unofficial employee action.	**Week(s) 2**

Hints and Tips:
- Explain the concept of both official and unofficial action, which includes **at least one** key feature of each.
- Explain **two** differences between them.
- You could apply real examples.

Avado

Question 8

Activity	Criteria	Signpost to the Hub
An assessment of emerging trends in conflicts and industrial sanctions. (AC 2.3)	AC2.3 - Assess emerging trends in the types of conflict and industrial sanctions.	**Week(s) 3**

Hints and Tips:
- Provide an assessment of **two** emerging trends in conflicts and industrial sanctions. Examples could include, but are not limited to, *the move to shorter and more strategically planned strikes and the impact of social media.*
- The command verb here is to **assess**, so you need to provide an overview of the key features of these trends, their **pros** and **cons**.
- You could include real and current examples.

Avado

Question 9

Activity	Criteria	Signpost to the Hub
Describe, and differentiate between, conciliation, mediation, and arbitration as methods to resolve conflict formally before it escalates to an employment tribunal. (AC2.4)	AC2.4 - Distinguish between third-party conciliation, mediation, and arbitration.	**Week(s) 3**

Hints and Tips:

- **Describe** conciliation, mediation, and arbitration.
- **Distinguish between** conciliation, mediation, and arbitration.

Avado

Question 10

Activity	Criteria	Signpost to the Hub
An explanation of the principles of the key legislation relating to unfair dismissal law and the process an employer should follow to manage capability and misconduct issues. (AC3.1)	AC3.1 - Explain the principles of legislation relating to unfair dismissal in respect of capability and misconduct issues.	**Week(s) 3**

Hints and Tips:
- Identify and explain the key principles of the relevant **legislation**, linked to unfair dismissal. Which is the Employment Rights Act, 1996.
- Include information about the **processes** to follow when addressing both **capability** and **misconduct** issues, with an outline of some of the steps required to deal with disciplinary procedures e.g., *investigation, invite to disciplinary, and right to be accompanied.*
- Be clear on the **differences between capability and misconduct.**
- You could apply the ACAS Code of Practice

Avado

Question 11

Activity	Criteria	Signpost to the Hub
An analysis of the key causes of employee grievances. (AC3.2)	AC3.2 - Analyse key causes of employee grievances	**Week(s) 4**

Hints and Tips:
- Start with a brief definition of what a grievance is, you could use ACAS here.
- Then you need to **analyse** at least <u>two</u> key causes of employee grievances, supported with some workplace examples.
- You could consider impacts and ways to avoid grievances.

Avado

Question 12

Activity	Criteria	Signpost to the Hub
An explanation of at least two skills required to successfully handle grievances and disciplinaries. (AC3.3)	AC3.3 Explain the skills required for effective grievance and discipline-handling procedures.	**Week(s) 4**

Hints and Tips:
- Identify at least **two** skills and explain why they are important for effective grievance and discipline-handling procedures , e.g., *active listening and note-taking.*
- You could apply examples and ACAS insights.

Avado

Question 13

Activity	Criteria	Signpost to the Hub
An explanation of the importance of handling grievances effectively. (AC3.4)	AC3.4 - Advise on the importance of handling grievances effectively.	**Week(s) 4**

Hints and Tips:
- Explain **two** reasons why it is important that we handle grievances effectively.
- You could explain avoiding legal claims, reputational damage and/or effect on morale etc

Avado

Question 14

Activity	Criteria	Signpost to the Hub
Explain the main provisions of collective employment law including a description of the statutory recognition procedure (AC4.1)	AC4.1 – Explain the main provisions of collective employment law.	**Week(s) 5**

Hints and Tips:
- Start with an explanation of **two** pieces of relevant legislation of collective employment law eg *Trade Union and Labour Relations Consolidation Act 1992, Trade Union Act 2016 etc*
- Describe the **statutory recognition procedure** of unions, with a clear account of the steps.

Avado

Question 15

Activity	Criteria	Signpost to the Hub
A comparison of various employee bodies, including union and non-union forms of employee representation. (AC4.2)	AC4.2 - Compare the types of employee bodies, union and non-union forms of employee representation.	**Week(s) 5**

Hints and Tips:

- Provide **one** example of union and **one** example of non-union form of employee representation. Examples of non-union representation includes *employee forums and work councils.*
- Include a minimum of **two** similarities and **two** differences between union and non-union representation.

Avado

Question 16

Activity	Criteria	Signpost to the Hub
Evaluate the purpose of collective bargaining and explain how it works. (AC4.3)	AC4.3 - Evaluate the purpose of collective bargaining and how it works.	**Week(s) 5**

Hints and Tips:
- Define collective bargaining.
- Explain how the process works.
- Include both the pros and cons of collective bargaining supported by evidence.
- Offer an overall judgement of it.

Avado

5HR01 – Further information

www.cipd.co.uk/knowledge/fundamentals/relations/employees/factsheet

Managing conflict in the modern workplace | CIPD

https://www.cipd.org/globalassets/media/knowledge/knowledge-hub/evidence-reviews/employee-engagement-discussion-report_tcm18-89598.pdf

https://www.cipd.co.uk/podcasts/engagement-myth#gref

Avado

5HR01 – Important information

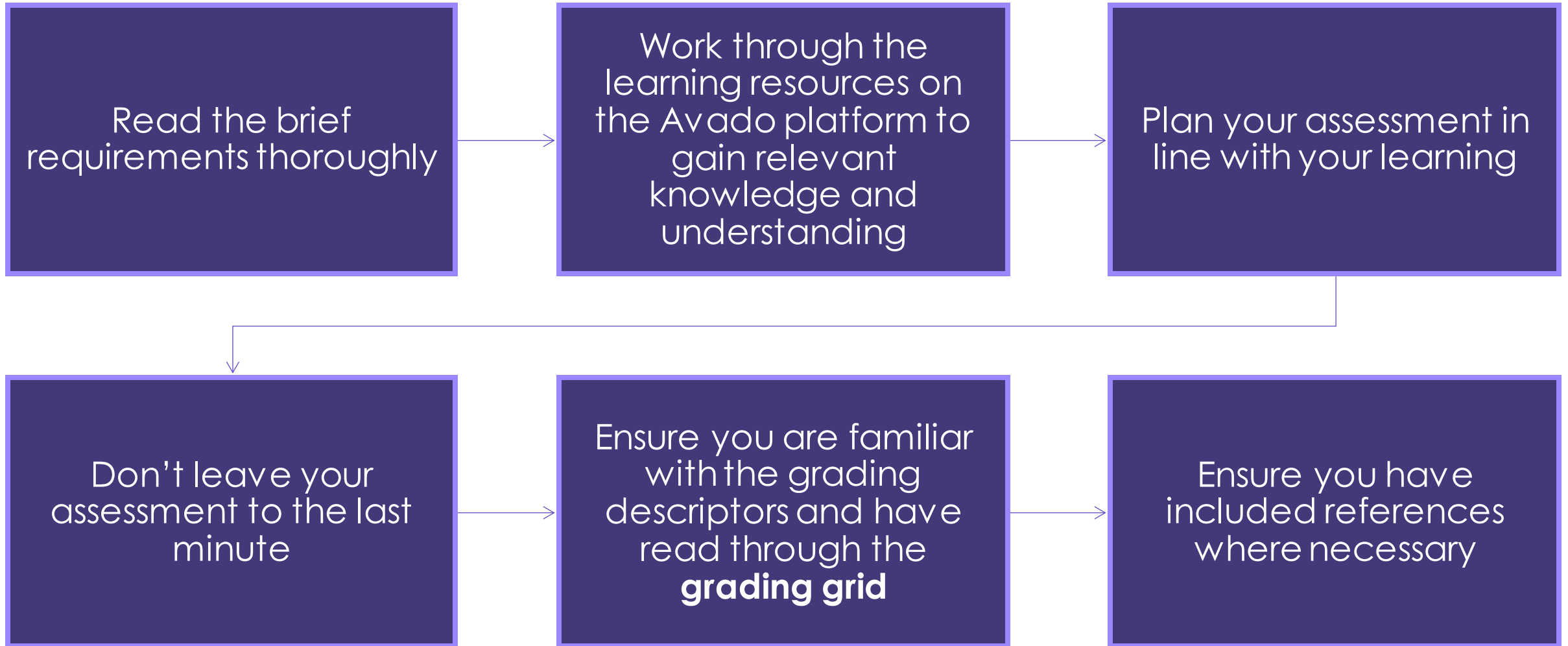**Wordcount:**

Task 1: 3900 words (+/– 10%)

Word count policy & Guidance:

This can be found in the getting started area and the Help Centre on the Hub

Submission file: (name your files as follows)

- Save as 5HR01_WrittenResponse_name

Avado

Next steps:

Read the brief requirements thoroughly	Work through the learning resources on the Avado platform to gain relevant knowledge and understanding	Plan your assessment in line with your learning
Don't leave your assessment to the last minute	Ensure you are familiar with the grading descriptors and have read through the **grading grid**	Ensure you have included references where necessary

Avado