

Introduction to Human Resources

Based on SAQA's Unit Standard 10978, NQF Level 4, 10 Credits and 13952, NQF Level 4, 8 Credits

Introduction

HR administrators often function as the first point of contact for employee enquiries and requests. It is therefore essential that they develop a thorough understanding of HR together with strong interpersonal skills and the ability to manage potentially sensitive issues and situations with tact and discretion.

This course examines the key administrative activities and enables delegates to develop their knowledge of the role and objectives of the personnel department in order to enhance their contribution.

Course Objectives

- Identify the principal activities of the HR function, its responsibilities, aims and objectives
- Fulfil your role with greater confidence and maximise your contribution to the department and the quality of service it provides
- Understand the principal aspects of employment legislation which affect your organisation and impact upon the activities of the personnel department
- Expand your contribution to the recruitment and selection process
- Understand the essential information and records which must be maintained by the department and identify areas for improvement within your current system
- Build stronger relationships with internal customers
- Communicate effectively with colleagues and internal customers and handle sensitive information with discretion

Course Outline

The Importance of Your HR Role

- Identifying the role of the personnel function
- Where do you fit in?
- Who are your customers/clients? What do they expect?
- Defining the knowledge, skills and aptitudes which lead to success

Personnel Records

- Maintaining records, systems and libraries
- Computerised personnel information systems
- Security and confidentiality and managing employee access to records
- Absence recording and controlling

Employment Legislation

- Clarifying employee rights
- Maternity (SMP) and sickness (SSP) benefits/provisions
- Equal opportunities and discrimination
- Discipline, grievances and dismissal procedures

Contributing to the Recruitment Process

- The key stages of recruitment – dealing with agencies
- Writing effective advertisements
- Processing applications and short-listing candidates
- Guidelines for successful interviewing

Contracts of Employment

- Offers of employment and references
- Implied and expressed terms
- Contracts for part-time, temporary and casual staff
- Termination of employment, notice periods, contractual rights, exit interviews

Effective Face-to-face Communication

- Interacting confidently and positively with others
- Developing an assertive style
- Dealing with difficult people
- Listening and questioning effectively