

Domain Title:	HOSPITALITY OPERATIONS Facilitate effective workplace relationships in a hospitality establishment	Unit ID: 517
Level: 4		Credits: 8

Purpose

This unit standard specifies the competency required to facilitate effective workplace relationships in a hospitality establishment. It includes communicating establishment and legislative requirements to staff, assisting in resolving workplace conflict, managing and monitoring workplace relationships and updating establishment and legislative requirements in relation to workplace relationships. This unit standard is intended for those who work in supervisory roles in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
4. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
5. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
6. Key legislation and regulations relevant to labour include the following:
- Labour Act, 15 of 2004
 - Social Security Act, Act no. 34 of 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Affirmative Action Employment Act, 29 of 1998
 - Transformation on Economic Social Empowerment Framework (draft Broad-based Black Economic Empowerment policy, April 2008)
 - Namibia Tourism Board Act, 21 of 2000
 - Occupational Health and Safety Regulations No.18, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Communicate establishment and legislative workplace requirements to staff

Performance Criteria

- 1.1 Information on the establishment's workplace expectations and Namibian workplace relations legislation is accessed from appropriate sources in line with establishment procedures.
- 1.2 Communication modes which suit the context and staff at all levels are used to provide information on the establishment's workplace expectations and relevant Namibian workplace relations legislation.
- 1.3 Communication modes are selected that take into account social and cultural diversity in the workplace and which comply with relevant legislative and establishment requirements.
- 1.4 Actions are taken to ensure that communication on workplace expectations and Namibian workplace relations legislation is understood by work group members in line with establishment and legislative requirements.

Element 2: Implement establishment and legislative workplace requirements

Performance Criteria

- 2.1 Information on legislative and establishment workplace requirements is provided to work group members via a suitable communication medium.
- 2.2 Appropriate measures are taken to ensure that legislative and establishment workplace requirements are implemented in a timely and consistent manner.

Element 3: Assist in resolving workplace conflict

Performance Criteria

- 3.1 Sources of conflict within or associated with the activities of the work group are identified in accordance with establishment requirements.

- 3.2 Appropriate and timely action is taken to resolve conflicts when identified in line with legislative and establishment requirements.
- 3.3 Conflict is managed constructively in line with legislative and establishment requirements.
- 3.4 Difficult situations are negotiated to achieve results that are acceptable to the parties involved and that meet legislative and establishment requirements.

Element 4: Manage and monitor workplace relationships

Range

Building a positive industrial relations climate includes but is not limited to providing employees with accurate and impartial information on industrial matters likely to affect them; promptly identifying workplace changes or issues which may cause industrial unrest and taking appropriate action; promptly identifying potential causes of industrial unrest in external environments and taking appropriate action; implementing mechanisms for consulting with staff and facilitating two-way communication; ensuring induction and training initiatives are used effectively to develop a competent workforce; establishing consultative structures for the identification and resolution of grievances.

Relevant parties to be included in consultation processes must include but are not limited to staff; unions; employer groups; boards of management; government.

Appropriate action in relation to potential industrial disputes may include initiation of consultation processes; further research on issues presented; making reports and recommendations to colleagues; accessing specialist assistance.

Conditions of employment may relate to but are not limited to salary or wages; penalty rates; holidays and leave entitlements; superannuation; hours of work; grievance procedures.

Formal industrial relations procedures may include but are not limited to grievance procedures; dispute resolutions procedures; mediation; conciliation; arbitration.

Implementation of formal industrial procedures includes but is not limited to relevant parties; agreed procedures to resolve employee relations; monitoring of agreed processes and making appropriate adjustments in consultation with relevant parties; identifying the need for and accessing specialist assistance in industrial relations matters as required.

Performance Criteria

- 4.1 Feedback from individuals or work groups is used to identify and implement improvements in workplace consultative arrangements in line with legislative and establishment requirements.
- 4.2 Workplace relations are proactively managed to ensure the maintenance of a cooperative and productive work environment.

- 4.3 A positive industrial relations climate is fostered in line with the establishment's workplace expectations and Namibian workplace relations legislation.
- 4.4 Relevant parties are included in workplace consultative arrangements in line with the establishment's workplace expectations and Namibian workplace relations legislation.
- 4.5 Conditions of employment are implemented that comply with relevant legislation and industrial awards or agreements.
- 4.6 Appropriate action is taken in relation to potential industrial disputes in line with Namibian workplace relations legislation.
- 4.7 Formal industrial procedures are implemented, as required, in line with the establishment's workplace expectations and Namibian workplace relations legislation.

Registration Data

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