



3.22 Possess the knowledge and skills to accomplish basic tasks related to HR issues

- Demonstrate ability to accomplish basic and administrative tasks related to HR, such as holiday and overtime issues. (LO85)
- Demonstrate ability to identify and set up administrative procedures for employee training under supervision. (LO86)

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Module Details



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Work Area Code:	3
Work area title:	HR Issues
Unit Code:	3.22
Unit Title:	Possess the knowledge and skills to accomplish basic tasks related to HR issues
Learning Outcomes Ids:	LO85, LO86
Learning Outcomes titles:	 Demonstrate ability to accomplish basic and administrative tasks related to HR, such as holiday and overtime issues. (LO85) Demonstrate ability to identify and set up administrative procedures for employee training under supervision. (LO86)
Recommended Duration:	2 hours
Trainer:	
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Introductory discussion



- Why to companies keep personnel records?
- What is in the records?



Group discussion



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Why to keep personnel records?

- Government function and legal requirements
- Supporting business needs
- Management of human resources

!Personnel records are very sensitive!Usually have long lifespan





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The employee personnel file is the **main employee file** that contains the history of the employment relationship from employment application through exit interview and employment termination documentation.





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Security & Confidentiality

- Maintain files in locked file cabinets
- Ensure access to file cabinet keys is managed securely
- Only employees designated by the department head should be allowed access
- Ensure contents are not visible to others when reviewing the file



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What is in the file?

- Job application
- Working contract
- Job description
- Emergency contact information
- Idemnification agreement etc.
- CV and other related documents copies of certificates





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What is in the file?

- Checklist from new employee orientation showing topics covered and by whom
- Copies of any performance appraisal used or employee development plans
- Notes on attendance or tardiness
- Performance improvement plan documentation
- Disciplinary action reports





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What is in the file?

- Training records
- Requests for training
- Competencies assessments
- Training class or session notifications or schedules
- Needs assessments signed
- Training expense reports
- Employment Termination Records





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LEVEL 3



How to organize personnel records?

A, Chronologicaly

B, **By** subject





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File organization by subject

Advantages

- Related documents are grouped together
- Easy to identify the history of actions within each separate category

Disadvantages

- Requires consistent placement of documents in appropriate category
- Does not provide a complete picture of all actions or activities because the file contents are split between separate categories

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Chronological organization of files

Advantages

- Easy to maintain
- Easy to identify the complete employment history of the individual

Disadvantages

- Removal and replacement of file contents require attention to detail
- Removal and replacement results in more disruption of the file's contents if documents spanning several years are required
- Requires consistent placement of documents in appropriate category
- Does not provide a complete picture of all actions or activities because the file contents are split between separate categories



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Confidentiality in personnel records management



Content and types of information that may be processed or stored is limited by emloyment and data protection legislation!



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CONFIDENTIA

Confidentiality in personnel records management



This kind of information MAY NOT BE processed:

- Ethnicity
- Political and religious views
- Membership in political parties and unions
- Sexual orientation and family relations
- Information about health (unless required by specific norms)
- Integrity (unless specifically required)



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Working time records



Attendance records Overtime records

3. Holiday plans





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Why to record attendance



Recording attendance :

Prevents "time theft"



- Speeds up payroll process Spend less time and resources on paperwork
- When automated, prevents human error
- Keeps employees informed
- Supports business



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3 LEVEL ASSISTANT PERSONAL EUROPEAN

Attendance records How to?



- Recording start and finish of work
- Recording breaks
- Recording vacation time
- Recording sickness
- Recording overtimes

- Recording type of work/number of items produced
- Call-in Sick and late arrival recording



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Attendance records



Manual records



VS

Automated attendance solutions



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Attendance records



Manual records

- Suitable for small companies
- Records on paper + electronic



• HRM software or simple excel sheet



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Attendance records



Automated attendance systems

- electronic tags,
- barcode badges,
- magnetic stripe cards,
- touch screens



 bio-metrics (vein reader, hand geometry, fingerprint, or facial)



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Attendance sheet example

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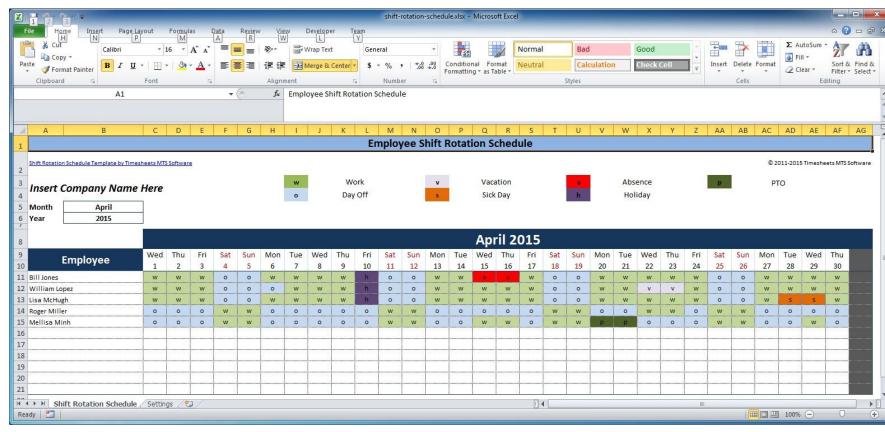
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Attendance sheet example







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Attendance sheet example

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Overtime record example



OVERTIME RECORD SHEET

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TOTAL NOS. EMPLOYEE	TOTAL WORKING Hours	TOTAL AMOUNT PAID	MAJ OR WORK DONE DURING OVERTIME

Human Resource Department

Date:



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Overtime record example



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Name		:	Jack Bann	er									
Title		:	Manager										
Department		:	Sales										
Hired Date		:		lanuary 03,									
Resign Date				June 30, 20									
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Holiday plans example

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Individual work: Attendance record EUPA_LO_085_M_001



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Training organization process



ROLE of a PA in training organization:

- 1. Selecting and booking training venue
- 2. Contract finalization (venue, trainer,...)
- 3. Produce Invitations
- 4. Send out reminders approx 3 days prior the event
- 5. Stationery and Equipment preparation
- 6. Preparation of printed materials
- 7. During the event support
- 8. Post-event activities



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1. Selecting and booking training venue

- Access to public transport/parking possibilities
- Additional stationery if required, eg paper, pens, highlighters etc
- Air-conditioning/ fans/ heating that's easily adjustable
- Catering appropriate provision of refreshments/ lunch
- Cloakroom /Space for participants' belongings





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1. Selecting and booking training venue

- Flexibility with room layout with plenty of space to move around for games and activities
- Good acoustics and sound proofing
- Good room lighting with plenty of sunlight with blinds to block out if required
- Inclusive data projector, flip-charts (smartboard would be good!) & audio system





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1. Selecting and booking training venue

- Participant breakout spaces inside and outside space with seats – a place where the trainer & participants can escape to real air during the breaks
- Photocopying/printing/ email on demand from USB
- Plenty of power points (in the right places for trainer and participants without trailing cables!)
- Storeroom/ secure space for training resources and equipment





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1. Selecting and booking training venue

- Tables/ desks (for participants if necessary)
- Tea/coffee/water facilities available anytime
- Wall mounted clock visible by the trainer
- Wall space for hanging flip charts (and suitable magnets/ rail or blutack/ tape)
- Wireless and Internet access
- Fully disabled accessible, with induction loop facilities





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2. Contract finalization (venue, trainer,...)

3. Produce Invitations

4. Send out reminders approx 3 days prior the event





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5. Stationery and Equipment

- Badges
- Pens
- Paper/sheets
- Promotional materials
- Folders
- Clip boards
- Event (conference) bags.

- Flipchart
- Computer
- Projector
- Cords
- Markers
- Post it
 - ...



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6. Printed materials

- Attendance sheets
- Training agenda
- Training materials
- Hand-outs
- Evaluation forms
- Attendance certificates



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7. During and after the event

- Assist the trainer and participants when needed
- Solve issues that may arise
- Take photographs
- Collect and evaluate feedback
- Arrange necessary finance



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Training preparation checklist EUPA_LO_086_M_001



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- Review Question 1
 - What is usually included in the emploee record?
- Review Question 2
 - Describe the methods of working time recording.
- Review Question 3
 - Describe the activities of PA related to organization of employee trainings.





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Personnel records

- are very sensitive and their content is subject to regulation by legislation
- Have to be well organized
- Working time records
 - Manual or electronical
 - Tailored
 - Serve to improve management of employees





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Well Done!

You have completed this unit



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