

Faculty of Higher Education

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| Subject Code | MAN606 |
| Subject Name | Human Resource Operations for the Services Industry |
| Credit points | 6 |
| Study Level | Year 2 |
| Delivery mode | On campus |
| Location | Melbourne |
| Prerequisites | None |

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| Subject Coordinator |
| James Richards |
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| Subject Overview | This subject will provide students with an understanding of key human resources (HR) processes and practices that are the responsibility of a line manager working within the hotel and resorts and facilities industries. Through the examination of relevant literature and case studies, students will be able to evaluate the appropriateness of established practices in relation to current issues and future trends that confront operation HR management. |
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| Learning Outcomes | Evaluate the effectiveness of current practices and activities associated with human resource operations within a service industry context. |
| | Apply legal and ethical principles to the practices and procedures employed in managing human resources within a service industry context. |
| | Describe the Australian industrial relations (workplace relations) system and its application to service industries. |
| | Demonstrate a capacity to use appropriate communication skills and techniques in the management of work performance. |
| | Analyse current trends in HRM both generally, and within the specific service industry context |

| Assessments | Details | Weighting |
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| | In class test | 20% |
| | Written critique | 20% |
| | In-class test | 30% |
| | Participation in counselling/mediation exercise | Hurdle |
| | Analytical report (referenced) | 30% |

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| Graduate Attributes addressed in this subject | Preparedness |
| | Ethical and social understanding |
| | Systematic and coherent body of knowledge |
| | Cognitive skills to analyse and critique knowledge |
| | Interpersonal skills |
| | Communication skills |
| | Personal attributes - interviewing skills, conflict resolution skills and staff enabling skills (eg giving feedback). Self-management. |