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Management Training & Business Courses

The 30 unique training courses are part of the only program of its kind in Australia. It is for business owners, (small to medium), current managers wanting to upskill and staff intending to become a manager in the future. Trainees can select to do one or more of the 30 courses that they feel are currently relevant now in their career. Their training will also have a valuable benefit to the businesses they are working for. The courses are delivered uniquely and easily on-line, any time and on any device. Also included with the training is online tutoring, mentoring and assessment.

Industrial Relations (1)

- 1.0 Introduction
- 2.0 The industrial relations system
 - 2.1 Australian Industrial Relations Commission (AIRC)
 - 2.2 Employee agreements
- 3.0 The new industrial environment
- 4.0 Enterprise bargaining
 - 4.1 Using benchmarks
 - 4.2 Management role in 'Enterprise Bargaining'
- 5.0 Award restructuring
- 6.0 The changing face of industrial relations today
- 7.0 Occupational health and safety (OH&S)
 - 7.1 New technologies
 - 7.2 Case study
- 8.0 New technologies and employment
- 9.0 Summary

Purpose:

To develop an understanding of industrial relations issues relative to the service industry, and to discover the processes involved in achieving industrial harmony and good relations between employees and management.

Aims:

- a To broaden the understanding of the 'Industrial Relations' environment, and to learn the principles for managing work based industrial issues with the minimum of conflict.
- b To develop an appreciation of the industrial relations system currently in place in Australia today including likely changes in the future.

Objectives:

As an outcome of completing this topic you will be able to:

- a. To understand the current industrial relations system as it applies to a service environment.
- b. Describe the types of awards and agreements that apply to service staff.
- c. Explain the characteristics of union/employer relations and identify their strengths and weaknesses.
- d. Describe the role of management in developing good industrial relations.
- e. Explain developments in industrial relations that will impact on business in the new millennium.

Introduction

Industrial relations is often regarded as an area where issues of conflict are encountered and experts are required to resolve the issues concerned. Trade Unions have taken the leading role in representing employees in negotiations with Management and where agreements could not be reached an industrial tribunal known as the Industrial Relations Commission (IRC) was the arbitrator in reaching a final resolution to the issue.

While this forum still exists today, and the mechanisms and processes involved remain in place, the role has changed considerably in recent years. There are a number of reasons for this and these include:-

- a. A reduction in Union membership and influence in the work place.**
- b. The recession and high unemployment which has kept wage claims to a minimum.**
- c. The introduction of employee agreements.**
- d. The introduction of enterprise bargaining.**
- e. The Workplace Relations Act 1996**

The IRC is not being used today to arbitrate cases on the wage issues as in the past with the exception of perhaps the 'National Wage Case' which focuses on the minimum wage for the lowest paid workers. However any changes to Federal Awards (and in the case of State Tribunals State Awards) must be ratified by the IRC as are 'Enterprise Bargaining' agreements to ensure that the industrial guidelines as established by the Federal Government have not been breached.

Political developments changed the face of industrial relations in the '90's and this will continue beyond the year 2000 as the political ideologies of both the major parties vary considerably..

In the operations environment it is important for managers to understand the key areas of industrial relations, particularly employee rights, the relevance and impact of Awards and employee agreements (i.e. Workplace Agreements), and the role of enterprise bargaining. In addition, a good knowledge of the uniqueness of the Australian Industrial Relations systems and processes will enhance a manager's ability to effectively address industrial issues with individual employees or employee groups.

**Including Online Tutoring, Mentoring and Assessment.
Course report available to the employer, on request.**

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Testimonials of Excellence

"Even with my 10 years' experience in a service department as a supervisor, this course has given me more confidence and direction, I now see things from a management perspective and am able to deal with situations more competently."

Stephen W, OCE (Australia)

"My job satisfaction has increased and I believe that I am becoming a more valuable contributor to my organisations operations."

Lindsay W, Service Solutions P/L (Australia)

"Excellent, first class content. Balanced delivery. The value of this course is the scope. It covers the many aspects of management and provides a very good understanding of all the areas covered."

Tom McD, Siemens Nixdorf (Australia)

"It enables the line manager to effectively converse with, and understand other departments in an organisation."

Martin B, Schindler Lifts (Australia)

YES - we would like further information on the training courses for our staff and members, and also receive a FREE business publication.

Contact Garry Prigg for more information -

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Garry Prigg
FOUNDER AND CEO
International
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"These courses will be invaluable to business owners and their staff to upskill on specific business training needs."