

UNIT 12: Human Resources in the Aviation Industry

The aim of this unit is to give learners knowledge of the roles and responsibilities of human resources departments within aviation organisations and the skills of human resources personnel.

INSTRUCTION TO THE STUDENTS:

- These Tasks are Research Assignments. This means that you must use either Secondary and/or Primary research methods to gather evidences to answer each task. You are NOT required to write from prior knowledge. These are Research Tasks.
 - Plagiarism is totally unacceptable. You must cite all sources and input the information by paraphrasing, summarizing or using direct quotes. A Fail Grade is given where Plagiarism is identified in your work. There are no exceptions.
 - Your evidences/findings must be cited using Harvard Referencing Style. E.g. (Samuels, 2015); (Sommers and Hunter, 2014) etc.
 - To Pass the unit you MUST Achieve **ALL** the Pass Criteria outlined on the score sheet. You can earn a Higher Grade such as Distinction or Merit by meeting all Pass Criteria and achieving the criteria given on the Higher Grades Score Sheet. You will be given a Referred Grade if you fail to meet ALL Pass Criteria given. Referred Grade means resit. You must resit any AC that you fail. The Score Sheet will identify the specific requirement/s and criteria that you did not meet. See iTutor for the resit fees. You will then make the corrections and resubmit. See the procedures on iTutor to resubmit.
 - You SHOULD complete and submit a hardcopy and softcopy on the due dates given. ALL late work attract a fee. This rule is not waived under any circumstances. The softcopy should be sent to: faculty@colbournecollege.com. The hardcopy should be in our office at close of the business day.
 - You MUST pay your Tuition on-time with '0' balance outstanding to submit work or sit examinations. This rule is not waived under any circumstances. If you fail to submit on the said deadline due to not having financial clearance you may submit no later than the extended deadline with the Resit fee paid. Failure to submit work on the final or extended deadline will result in a Fail Grade for the entire UNIT. If you Fail the unit you will have to pay to retake the class.
 - Read ALL Instructions on this Page and review the Pass, Distinction, Merit and Referred Criteria attached to each Term Paper to meet the criteria and task correctly. Your work should be neatly typed and bonded. Presentation is important and evidence of quality work and good business ethics.
 - Remember you **MUST** participate in the Class Online Forum by answering the Lesson Review Questions posted by the Course/Unit Tutor. You are required to Post twice per week and by the latest on Friday. You get 10% of the course grade from participation. You Must Pass the Forum to pass the course/unit.
- **SUBMISSION DEADLINE: AC P1, P2, P3 & P4: May 16, 2016** **ALL OTHER ACs Submission Deadline: August 12, 2016.**

Tasks: Plan And Prepare For Recruitment for the aviation industry as part of the HR team

Key to successful recruitment and staff management in any organisation is a well-organised and effective human resources (HR) department. Selecting the right candidate to become part of the airline, airport or handling agent team is a skill that will be learned. This unit will be assessed using a mixture of practical and paper-based evidence. By the nature of the job, a combination of knowledge and judgement is required to demonstrate an understanding of the significant role HR plays in aviation.

Learning outcomes

On completion of this unit a learner should be able to:

1. Demonstrate knowledge of the functions of Human Resources (HR) departments within aviation organisations.
2. Carry out recruitment for the aviation industry as part of the HR team.
3. Demonstrate understanding of employment legislation relating to the aviation industry
4. Demonstrate knowledge of company employment policy and standards.

Term Papers/ Assignments

Criteria covered	Assignment title	Scenario	Assessment method
P1, P2, M1	Assignment 1: Functions and Responsibilities of HR	Working for an airport or airline, produce a guide for new HR staff.	<ul style="list-style-type: none">• Information booklet
P3, P4, M2, D1 A	Assignment 2: The Recruitment Process	Working for an airport, airline or ground handling agent, recruit, interview and select staff.	<ul style="list-style-type: none">• Practical recruitment/ interview• Reflective log
P5, P6	Assignment 3: Legislation	Working for an airport or airline, produce a guide for new HR staff.	<ul style="list-style-type: none">• Information booklet
P7, P8, P9, M3, D2	Assignment 4: Company Policy and Standards document	Working for an airport or airline, produce an information leaflet for new employee representatives.	<ul style="list-style-type: none">• Information leaflet• Discussion• Audit document

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P1 – P2 – M1

Students Must Meet <u>ALL</u> The Following Requirements A PASS OR HIGHER Grade.	ACHIEVED	
	YES	NO
<p>AC P1 Describe the functions of the HR department within an aviation organisation</p> <p>To achieve P1, learners must describe the functions of HR within an aviation organisation. This involves choosing a suitable organisation (for example airline, airport, ground handling agency (GHA) and describing how HR fulfils the expectations listed in the unit content.</p>		
<p>Carry Out the command in the task P1: To 'Describe' which means: "<i>Give an account, including all the relevant characteristics, qualities, or events.</i>"</p>		
<p>AC P2 Outline key roles and responsibilities of the HR department</p> <p>To achieve P2, learners must outline key roles and responsibilities as listed in the unit content. It might be convenient to assess P1 and P2 together as an introduction booklet for new HR assistants.</p>	To	
<p>Carry Out the command in the task P2: To 'Outline' which means: "<i>A description setting out main characteristics/points.</i>"</p>		
<p>AC M1 Explain how an aviation HR department is used to implement company objectives whilst complying with current employment regulations</p> <p>To achieve M1, learners must explain how the management of HR policies ensures that an organisation's objectives can be met without breaching employment regulations. To support explanations, examples should be included.</p>		
<p>Carry Out the command in the task M1: To 'Explain' which means: "<i>Recognise, list, name or otherwise characterise.</i>"</p>		

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P3 – P4 – M2 – D1

<p>AC P3 Plan a recruitment programme for an aviation organisation</p> <p>To achieve P3, learners must plan a recruitment programme for an aviation organisation. The plan should include a job description and an advertisement including a plan of how and where advertising will take place, together with criteria for shortlisting applicants and requirements for the interview.</p>		
<p>Carry Out the command in the task P4: To 'Plan' which means: <i>“Consider, set out and communicate what is to be done”.</i></p>		
<p>AC P4 Carry out the selection process</p> <p>To achieve P4, learners should conduct the selection process. This is a practical assessment that should include all aspects of the unit content including: assessing the candidate, confirming their qualifications, making a decision and carrying out related administrative tasks. Tutors should complete observation records detailing the learner performance through all aspects of the unit as detailed above with clear indicators of the achievement of P4. Observation records should be signed and dated by the tutor and the learner.</p>		
<p>Execute the command in the task P5: To 'Carry Out' which means: <i>“To undertake an activity of a practical nature”.</i></p>		
<p>For Higher Grade M2: Reflect on the success of the recruitment and selection process</p> <p>To achieve M2, learners must reflect on the success of the recruitment and selection process undertaken in P3 and P4. It is expected that learners will be given time to prepare a brief reflective log soon after the selection process is complete, then deliver the results in writing for assessment.</p>		
<p>Carry Out the command in the task M1: To 'Reflect' which means: <i>“Look back upon and appraise, relate to, eg to stated aims. Give contemplative, balanced consideration to an issue or action”.</i></p>		
<p>For Highest Grade D1: Discuss how an effective recruitment process ensures that the most suitable candidates are selected</p> <p>To achieve D1, learners must discuss how effective recruitment processes are used to select the most suitable candidates. This must include key elements from P1 to P4, using the interview held in P4 to comment on best practice.</p>		
<p>Carry Out the command in the task D1: To 'Discuss' which means: <i>“Give an account that addresses a range of ideas and arguments.”</i></p>		

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P5 – P6 – P7 – P8 – P9 – M3 – D2

<p>AC P5 Outline current employment legislation</p> <p>To achieve P5, learners must identify current employment legislation under the three points: pre-employment checks, training, and general. As this is an area that changes frequently, the content examples should be considered as a guide – the most up-to-date regulations must be used.</p>		
<p>Execute the command in the task P5 'To Outline' which means: "<i>A description setting out main characteristics/points</i>".</p>		
<p>AC P6 Explain how complying with current employment legislation impacts on the aviation industry</p> <p>To achieve P6, learners must explain how complying with current employment regulations impacts on aviation organisations. Using two specific aviation organisations (for example airline, airport, GHA) learners should indicate how a minimum of three rules (for example age, discrimination, working hours, security) affect the recruitment process.</p>		
<p>Execute the command 'To Explain' which means: "<i>Recognise, list, name or otherwise characterise</i>".</p>		
<p>AC P7 Describe aviation policies relating to personnel standards</p> <p>To achieve P7, learners must describe company policy and standards common to most aviation organisations. This should include behaviour, health and safety and security. Specific examples linked to the employer used in P6 might be used to support evidence.</p>		
<p>'Describe' in task P7 means: "<i>Give an account, including all the relevant characteristics, qualities, or events.</i>"</p>		
<p>AC P8 Describe the procedures and systems used to maintain aviation personnel standards</p> <p>To achieve P8, learners must describe the procedures and systems used to maintain personnel standards, covering all items listed in the unit content. This assessment can be produced in conjunction with P7.</p>		
<p>'Describe' in task P8 means: "<i>Give an account, including all the relevant characteristics, qualities, or events.</i>"</p>		
<p>AC P9 Outline sources of information and advice for HR departments in the aviation industry</p> <p>To achieve P9, learners must outline sources of information and advice available to HR departments. One example from each heading should be included.</p>		
<p>Carry Out the command in the task P9: To 'Outline' which means: "<i>A description setting out main characteristics/points</i>".</p>		
<p>For Higher Grade M3: Explain how legislation and company standards provide protection to both staff and customers</p> <p>To achieve M3, learners should explain how complying with company standards and legislation provides protection for customers and staff. A minimum of two examples of each, relating to an aviation organisation, should be included.</p>		
<p>Carry Out the command in the task M3 'To Explain' which means: "<i>Recognise, list, name or otherwise characterise</i>".</p>		
<p>For Highest Grade D2: Design an audit system that would allow an HR manager to ensure that both legislation and company standards are being met</p> <p>To achieve D2, learners must design an audit system that an HR manager could use to ensure that both company standards and legislation are met. Based on the operations of an aviation organisation, the audit system should be a practical document with a full explanation of how it should be used.</p>		
<p>Carry Out the command in the task D2 'To Design' which means: Plan and presentation of ideas to show the layout/function/workings of an object, system or process</p>		

Indicative reading for learners

Textbooks

- Bloisi W – An Introduction to Human Resources Management (McGraw-Hill, 2006) ISBN 978-0077109684
- Torrington D, Taylor S, Hall L and Atkinson C – Human Resource Management, 8th Edition (Financial Times/ Prentice Hall, 2011) ISBN 978-0273756927

Journals

- Aviation News – Key Publishing Ltd

Websites

- www.aviationnews.net Aviation News – monthly journal
- www.dwp.gov.uk Department for Work and Pensions
- www.hrmguidance.co.uk Human resource management articles
- www.humanresourcemanagement.co.uk Human resource management