Subject Code	MAN606
Subject Name	Human Resource Operations for the Services Industry
Credit points	6
AQF Level	6 (Year 2)
Delivery mode	On campus
Prerequisites	None

Subject Overview	This subject provides students with an understanding of essential human resource (HR) processes and practices vital for managers in the service industry. The subject adopts a job candidate's viewpoint to impart practical skills such as job application strategies, negotiation of working conditions, and effective teamwork. The subject places a strong emphasis on enhancing knowledge and skills through a blend of theoretical learning and experiential activities. By participating in case studies and practical exercises, students are equipped to evaluate and adapt established HR practices. Students will also address contemporary challenges and future trends in operational HR management.

Learning Outcomes	Evaluate the effectiveness of current practices and activities associated with human resource operations within a service industry context.
	Analyse current trends in HRM both generally, and within the specific service industry context
	Demonstrate appropriate communication skills and techniques in the management of work performance.
	Apply team management and leadership principles to the practices and procedures employed in managing human resources within a service industry context.

Assessments	**Indicative assessments**	**Weighting**
	Portfolio of HR documents	30%
	Group presentation – Case study	30%
	Role Play Exercise and Report (includes hurdle requirement)	40%

Graduate Attributes addressed in this subject	Preparedness
	Ethical and social understanding
	Systematic and coherent body of knowledge
	Cognitive skills to *analyse, critique*, *and consolidate* knowledge
	Interpersonal skills
	Communication skills

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