



New Zealand
School of Tourism

ASSIGNMENT

HUMAN RESOURCE MANAGEMENT

Level 5 Credits 10 Graduate Profile 4

NZ Diploma Tourism and Travel Management

Take2: TM HR Management

INSTRUCTIONS FOR COMPLETING THE ASSIGNMENT

1. This is an **online written, open book** assignment.
2. All exercises within this assignment must be completed by the student.
3. All work submitted should be **typed** and **uploaded online**.
4. To achieve competency in this module a student must achieve competency in each exercise and a minimum of **80% overall (32 out of 40)**.
5. Late submission will result in a **5% penalty** of the overall mark.
6. The assignment must be the student's own work.
7. Your trainer will provide you with the timeframes/timelines/deadlines.
8. Rubric grid is attached for marking guidance.

Name of Student: _____

Trainer: _____

Class: _____

Date: _____

Submission due date: _____

COMPETENCY	POINTS	%	C/NYC	POINTS	%	C/NYC	POINTS	%	C/NYC
	1 st Attempt			2 nd Attempt			3 rd Attempt		
Question one	/3	%		/3	%		/3	%	
Date									
Trainer									
Question two	/5	%		/5	%		/5	%	
Date									
Trainer									
COMPETENCY	POINTS	%	C/NYC	POINTS	%	C/NYC	POINTS	%	C/NYC
	1 st Attempt			2 nd Attempt			3 rd Attempt		
Question three	/4	%		/4	%		/4	%	
Date									
Trainer									
Question four	/2	%		/2	%		/2	%	
Date									
Trainer									
Question five	/8	%		/8	%		/8	%	
Date									
Trainer									
Question six	/6	%		/6	%		/6	%	
Date									
Trainer									
Question seven	/5	%		/5	%		/5	%	
Date									
Trainer									
Question eight	/7	%		/7	%		/7	%	

OVERALL MARK	/40	%		/40	%		/40	%	
Date									
Trainer									
Complete Assignment Competent	Date:			Trainer:					

Assignment pre-moderated: 25/07/2020.

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NEW ZEALAND SCHOOL OF TOURISM HUMAN RESOURCE MANAGEMENT v2 Moderated by House of Montrose June 2017

New Zealand Diploma in Tourism and Travel (Level 5)

COURSE:	HR Management
CREDITS:	10
LEVEL:	5
DURATION:	5 Weeks / 20 Days online-based learning

LEARNING OUTCOME:

On completion, students will be able to describe human resource management and its place in organisations in New Zealand. They will also describe the business process and functions of human resource management as well as the impact of key legislation on human resource management practice in New Zealand.

GRADUATE PROFILE: 1

Apply effective verbal and written communication skills in order to communicate with diverse audiences in the tourism industry, to proactively support the visitor experience.

GRADUATE PROFILE: 2

Manage workplace practices required of a tourism workplace including self-management, effective time and task management, and compliance with relevant Acts and legislation.

GRADUATE PROFILE: 3

Analyse and evaluate local, national and international tourism operating environments in order to support decision-making in the tourism industry.

GRADUATE PROFILE: 4

Develop, analyse and critique tourism business systems and processes that enable the delivery of a quality visitor experience and contribute to overall business effectiveness.

ASSIGNMENT:

TM –DIPLOMA IN TOURISM AND TRAVEL MANAGEMENT

One Assignment:

- TM Human Resource Management – start in week 1 during students SDL time. Completed day 9 & 10. The MG for this assignment is a marking matrix and is part of the assignment paper.

One Assignment:

- TM HR Operations - must be completed AFTER STUDY TOUR.

Attestation of work completed

I, _____ (*student's name*) hereby confirm that the work in this assignment being submitted is my own work, and any work which is not my own is correctly acknowledged.

Signed by student: _____

Date: _____

CASE STUDY

You are employed as the Assistant Conference and Events Manager for a new Events venue in your region, called The Events Arena. The venue will employ five full time staff members and nine part time staff members as below:

Full time staff

- General Manager
- Conference and Events Manager
- Assistant Conference and Events Manager
- Catering Manager
- Food and Beverage Manager

Part time staff

- Kitchen staff x 5
- Food and Beverage Supervisors x 3
- Accountant

In addition, there will also be contract and casual contract staff employed as the business needs arise.

You are working with the Conference and Events Manager, Michelle, to develop and implement the Human Resource Functions for The Events Arena. Answer each question below regarding the Human Resource needs for The Events Arena. **Refer to the matrix on the following pages for the point allocation.**

QUESTION ONE **VALUES AND CULTURE**

(3 points)

The Events Arena management haven't considered having values for the organisation. Discuss the following two points:

- Benefits of having values for the organisation
- Negative impacts of not having values on an organisation

QUESTION TWO **ORGANISATIONAL STRUCTURE AND CHART**

(5 points)

Michelle is looking at which organisational structure (chart) would be best suited for this type of organisation. She is looking at either a hierarchical or flat structure. Compare these two structures and make a proposal to Michelle on which would be best suited for The Events Arena. Your recommendation should include the organisational chart and where HRM fits into the organisation.

QUESTION THREE **JOB DESCRIPTION**

(4 points)

The Events Arena will need to employ several casual Food and Beverage staff to work at various events throughout the year. Michelle has placed a job vacancy (appendix A) online but needs a job description for these roles. She has asked you to create a detailed job description which should include the following elements:

- Job title and purpose
- Working relationships
- Key duties and responsibilities (minimum of THREE)
- Desired skills, knowledge and attributes

QUESTION FOUR **INTERVIEW QUESTIONS**

(2 points)

Due to the volume of applications received for the casual Food and Beverage position, Michelle is considering running an assignment centre as part of the selection process. During the assignment centre, Michelle will do a brief introduction to the company followed by initial individual interviews with each candidate.

You must develop a series of questions that you can ask candidates.

Your questions must cover the following areas:

- An introduction by candidates
- THREE competency and/behaviour style questions
- Candidates strengths and weaknesses

QUESTION FIVE **INDUCTION**

(8 points)

As The Events Arena is a new organisation, they will need to develop an induction programme for all new staff. This programme should be for all staff, regardless of position. A robust induction programme will ensure that staff have a clear understanding of their role within the team, feels welcome and familiar with the organisational values. Michelle has asked you to research and put together an outline of what should be included in the new employee induction day.

QUESTION SIX **PERFORMANCE APPRAISAL**

(6 points)

The Events Arena wants to implement a formal performance appraisal method. Michelle has asked you to recommend the method that you believe will be best suited for this type of organisation. The performance appraisal method will need to be applied to all full time, part time and casual staff.

- You need to critique at least TWO different performance appraisal methods, before choosing which method you prefer.
- Propose your preferred method by outlining at least THREE benefits for the organisation.

QUESTION SEVEN **HEALTH, SAFETY AND WELLNESS**

(5 points)

Health, safety and wellness is very important to The Events Arena. They are looking to implement a wellness programme for all their staff.

Analyse at least THREE currently trending wellness programmes in terms of their suitability for the Events Arena workplace and workplace demands. Suggest ONE programme you think would be suitable for both staff and The Events Arena.

QUESTION EIGHT **LEGISLATION**

(7 points)

The Events Arena needs to ensure they adhere to all relevant legislation. Michelle has asked you to research the Treaty of Waitangi Act 1975, Health and Safety at Work Act 2015 and the Human Rights Act 1993.

Compose a summary in your own words for the Management Team on each of the acts (minimum 250 words per act), detailing the impacts of the legislation on the workplace and your recommendations on how the legislation should be observed or implemented at The Events Arena.

Point allocation	1	2	3		
1. Values and culture	Provides basic explanation of the benefits and impacts of organisational values. Briefly introduces writer's own thoughts and opinions. At least TWO benefits and TWO impacts discussed.	Provides detailed explanation of the benefits and impacts of organisational values. Includes writer's own thoughts and opinions. At least THREE benefits and THREE impacts discussed.	Provides complex explanation of the benefits and impacts of organisational values. Includes writer's own in-depth thoughts and opinions. At least THREE benefits and THREE impacts discussed.	n/a	n/a

Point allocation	1	2	3	4	5
2. Organisational structure and chart	Shows lack of knowledge of both flat and hierarchical organisational structure. Reasons behind recommendation of structure is missing or limited, lacking detail with little or no description of writer's own thoughts and opinions. None or incomplete organisational chart is drawn and position of HRM incorrectly identified within the structure.	Shows very limited knowledge of both flat and hierarchical organisational structure. Reasons behind recommendation of structure is lacking detail with little or no description of writer's own thoughts and opinions. Incomplete organisational chart is drawn or position of HRM incorrectly identified within the structure.	Shows basic knowledge of both flat and hierarchical organisational structure. Reasons behind recommendation of structure is basic and includes brief description of writer's own thoughts and opinions. Full organisational chart is drawn with the position of HRM correctly identified within the structure.	Shows detailed knowledge of both flat and hierarchical organisational structure. Reasons behind recommendation of structure is detailed and includes description of writer's own thoughts and opinions. Full organisational chart is drawn with the position of HRM correctly identified within the structure.	Shows comprehensive knowledge of both flat and hierarchical organisational structure. Reasons behind recommendation of structure is well thought out and includes description of writer's own in-depth thoughts and opinions. Full organisational chart is drawn with the position of HRM correctly identified within the structure.

Point allocation	1	2	3	4	
3. Job Description	Inaccurate description of job title and purpose. Key relationships not identified or relevant to the position and purpose. Key duties & responsibilities not accurately listed or not relevant to the position. Less than THREE listed. Desired skills, knowledge and attributes not identified or relevant to the position. Less than THREE listed.	Mostly accurate description of job title and purpose. Key relationships identified mostly relevant to the position and purpose. Key duties & responsibilities accurately listed mostly relevant to the position. A minimum of THREE listed. Desired skills, knowledge and attributes identified mostly relevant to the position. A minimum of THREE listed.	Accurate description of job title and purpose. Key relationships identified relevant to the position and purpose. Key duties & responsibilities accurately listed relevant to the position. A minimum of THREE listed. Desired skills, knowledge and attributes identified relevant to the position. A minimum of THREE listed.	Accurate description of job title and purpose. Key relationships identified relevant to the position and purpose. Key duties & responsibilities accurately listed relevant to the position. A minimum of THREE listed. Desired skills, knowledge and attributes identified relevant to the position. A minimum of THREE listed. Additional relevant information added beyond the minimum requirements that improve on the description required	n/a

Point allocation	1	2			
4. Interview Questions	Shows some detailed knowledge of interview process by selecting relevant questions suited to the position and organisation. Includes ALL of the following: • Introduction by candidate • Competency and/behaviour style questions – a minimum of THREE questions selected • Candidate to identify strengths and weaknesses	Shows comprehensive knowledge of interview process by selecting well thought out and relevant questions suited to the position and organisation. Includes ALL of the following: • Introduction by candidate • Competency and/behaviour style questions – a minimum of THREE questions selected • Candidate to identify strengths and weaknesses	n/a	n/a	n/a

Points allocation	1	2 – 3	4 – 5	6 – 7	8
5. Induction	No outline of new employee induction shown or lacks detail and/or suitability to organisation. Descriptions of less than FIVE important pieces of information new employees should receive included, showing little or no reason for inclusion of each piece of information.	Outline of new employee induction shown lacks detail or suitability to organisation. Descriptions of less than FIVE important pieces of information new employees should receive included 3 points: As above with Some reasons for inclusion of each piece of information.	Basic outline of new employee induction shown suited to organisation. Descriptions of at least FIVE important pieces of information new employees should receive included 5 points: As above with Good reasons for inclusion of each piece of information.	Detailed outline of new employee induction shown suited to organisation. At least FIVE well described important pieces of information new employees should receive included. 7 points: As above with Good reasons for inclusion of each piece of information.	Complex outline of new employee induction shown suited to organisation. At least FIVE very well described important pieces of information new employees should receive included with well thought out reasons for inclusion of each piece of information.

Points allocation	1	2	3	4 – 5	6
6. Performance Appraisals	Little or no knowledge of TWO different performance appraisal methods, limited or no analysis of both methods. Less than THREE benefits described for chosen method. Chosen method not suited to the needs of the organisation.	Knowledge of TWO different performance appraisal methods lacking or only ONE including with limited analysis of both methods. Less than THREE benefits described for chosen method. Chosen method not best suited to the needs of the organisation.	Shows basic knowledge of TWO different performance appraisal methods, including a basic critique of both methods. Minimum of THREE benefits described with basic detail for chosen method. Chosen method mostly suited to the needs of the organisation.	Shows detailed knowledge of TWO different performance appraisal methods, including some good critique of both methods. Minimum of THREE benefits described in detail for chosen method. Chosen method suited to the needs of the organisation. 5 points: As above but; Benefits suggested are applied to the business	Shows comprehensive knowledge of TWO different performance appraisal methods, including an in-depth critique of both methods. Minimum of THREE benefits described in depth for chosen method and are applied back to the business. Chosen method suited to the needs of the organisation.

Points allocation	1	2	3	4	5
7. Health, Safety & Wellness	Analysis does not cover THREE different wellness programmes. No attempt to link the programmes to workplace suitability No inclusion of writer's own thoughts and opinions.	A basic analysis provided on THREE wellness programmes but is not linked back to the Events Arena workplace. Brief or no inclusion of writer's own thoughts and opinions.	Analysis provided on THREE wellness programmes and is linked back to the Events Arena workplace. Briefly touching on writer's own thoughts and opinions on some. An option is suggested and explained but may not be the most suitable.	Detailed analysis provided on THREE wellness programmes and is linked back to the Events Arena workplace. Includes writer's own thoughts and opinions some of which are of a good standard. A suitable option is suggested and explained.	Complex analysis provided on THREE wellness programmes and is linked back to the Events Arena workplace. Include writer's own in-depth thoughts and opinions which are of a high standard. The suitable option is offered and is explained in good detail within the context of The Events Arena.

Points allocation	1	2	3 – 4	5 – 6	7
8. Employee Legislation	Little or no knowledge of each of the THREE pieces of legislation lacks detail or less than THREE pieces discussed. Little or no description of the impacts of legislation on the organisation. No recommendations on how the legislation should be implemented or observed at the organisation. No inclusion of writer's own thoughts and opinions. Less than 250 words per act.	Knowledge of each of the THREE pieces of legislation lacks detail or less than THREE pieces discussed. Description of the impacts of legislation on the organisation very brief and lacks detail. Recommendations on how the legislation should be implemented or observed at the organisation lacks clear understanding and detail. Briefly or no inclusion of writer's own thoughts and opinions. Less than 250 words per act.	Shows basic knowledge of each of the THREE pieces of legislation. Basic description of the impacts of legislation on the organisation. Basic recommendations on how the legislation should be implemented or observed at the organisation. Briefly touching on writer's own thoughts and opinions for some. Minimum of 250 words per act. 4 points: As above but; Briefly touching on writer's own thoughts and opinions for all recommendations	Shows detailed knowledge of each of the THREE pieces of legislation. Detailed description of the impacts of legislation on the organisation. Some good recommendations on how the legislation should be implemented or observed at the organisation. Includes writer's own thoughts and opinions. Minimum of 250 words per act. 6 points: As above but; All good recommendations on how the legislation should be implemented or observed at the organisation.	Shows comprehensive knowledge of each of the THREE pieces of legislation. In depth description of the impacts of legislation on the organisation. Well thought out recommendations on how the legislation should be implemented or observed at the organisation. Includes writer's own in-depth thoughts and opinions. Minimum of 250 words per act.

FOOD AND BEVERAGE ATTENDANT

We are looking for enthusiastic **part time Food and Beverage professionals** to join our new Events venue.

The Role

- Ensuring all food and beverage items served to the guest are of the highest standard and presentation
- Consistently delivering exceptional service to create memorable experiences for our guests
- Explaining menu items as well as upselling
- Actively problem solve and assist guests with queries/concerns

To be successful you will need

- Excellent communication skills and attention to detail
- A fun, friendly, can-do attitude
- Excellent grooming and presentation skills
- A desire to excel and develop your food & beverage career
- A qualification in Hospitality, Travel or Tourism
- Previous experience in a customer facing role preferred but not essential

What's in it for you?

- Positive and support working environment
- Opportunity to grow your career within the Events industry
- Freshly pressed uniform every shift
- Staff meals AND plenty more!

If you want to work in an engaged team that is committed to working in a oasis of luxury dedicated to Knowing our Guests, **APPLY NOW!**