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STANDARDS Australia

Human resource management — Workforce data quality



AS ISO 30435:2025

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Australian HR Institute
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Australian Institute of Training & Development
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Australian Society of Rehabilitation Counsellors
Griffith University
Institute of Management Consultants
University Centre for Rural Health

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Human resource management — Workforce data quality

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This page explains the meaning of the language and structure of this Standard.

Refer to Standards Australia's Standardisation Guide 006 for more details about drafting rules.

Australian and Australian/New Zealand Standards are voluntary unless they are referenced in legislation or called up in contracts.

Requirements

To conform to a Standard, all requirements in the Standard need to be met.

A requirement is any statement in the Standard which uses the word "shall".

Recommendations, permissions and possibilities

The following words are commonly used in Standards, but statements using them do not have to be followed to conform to the Standard:

(a) "should" means that something is recommended.

(b) "may" means that something is permitted.

(c) "can" means that something is possible.

Structure of Standards

A Standard always has the following parts:

(i) The Preface states who developed the Standard, what the Standard is aiming to do, and how it relates to other documents.

(ii) The Scope states what the Standard is about, what it covers and what it does not cover.

(iii) The Normative references clause lists other documents that are referenced in the Standard as part of requirements.

(iv) The Terms and definitions clause defines important terms to help with understanding the Standard.

A Standard may also include other parts, such as the following:

(1) A normative appendix sets additional requirements that need to be conformed to.

(2) An informative appendix provides additional information or guidance. They usually do not contain requirements. If an informative appendix does contain requirements, the Standard will explain when those requirements apply.

(3) A Bibliography lists documents referenced in the Standard but not as part of requirements.

Many Standards include notes. Notes provide recommendations and/or guidance only. They never contain requirements.

Preface

This Standard was prepared by the Standards Australia Committee MB-009, Human Resources and Employment, to supersede AS 5329:2020, *Workforce data quality*.

The objective of this document is to provide the basis for organizational improvement underpinned by quality workforce data that supports analysis and evidenced-based decision-making.

Workforce data quality, for the purpose of this document, is the process of —

(a) workforce data determination;

(b) data capture;

(c) data maintenance; and

(d) data review processes.

The focus of this document is on the quality of data itself rather than on other critical aspects relating to the overall management of data, such as privacy and security of personal data, the analysis and reporting of data and the use of technology.

This document does not cover the analysis of data and reporting structure or the definition of any metric other than quality of workforce data. Technology platforms in the form of human resource information systems, databases, spreadsheets, and the like, can improve the process of the capture and management of data. The focus of this document is the data itself.

While data security and data privacy are also critical to the overall management of data, they are not dealt with in this document.

This document is applicable to all types and sizes of organization across all industry sectors and regions.

This document is identical to, and has been reproduced from, ISO 30435:2023, *Human resource management — Workforce data quality.*

As this document has been reproduced from an international document, a comma is to be read as a full point when referring to a decimal marker.

Australian or Australian/New Zealand Standards that are identical adoptions of international normative references may be used interchangeably. Refer to the online catalogue for information on specific Standards.

The terms “normative” and “informative” are used in Standards to define the application of the appendices or annexes to which they apply. A “normative” appendix or annex is an integral part of a Standard, whereas an “informative” appendix or annex is only for information and guidance.

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National foreword

This Standard focuses on organizational workforce perspectives and measures and is complemented by the Australian HR Institute's (AHRI) Australian HR Capability Framework which focuses on the skills, knowledge and behaviours required of HR practitioners. Standards Australia's human resources publications and AHRI's Australian HR Capability Framework provide guidance for the roles and responsibilities of HR practitioners.

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents. ISO shall not be held responsible for identifying any or all such patent rights.

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 260, *Human resource management*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

Workforce data quality is concerned with policies, processes and practices for:

— identifying and determining relevant workforce data;

— data capture;

— data maintenance;

— data review.

This document establishes the importance of data quality and the validity and consistency of comparative data across functions, size, specific segmentation, industry sector, industry and region. This document also provides a basis for continual improvement in the quality of workforce data that are available for analysis and to support evidence-based decision-making.

The application of this document's guidelines assists organizations to make informed decisions based on high-quality workforce data. The economic and social benefits derived from improved decision-making are substantial and, along with the impacts of poor workforce data quality, are discussed in Annex A.

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Human resource management — Workforce data quality

1 Scope

This document provides the basis for organizational improvement underpinned by quality workforce data that supports analysis and evidenced-based decision-making.

Workforce data quality, for the purpose of this document, is the process of:

a) workforce data determination;

b) data capture;

c) data maintenance;

d) data review processes.

The focus of this document is on the quality of data itself rather than on other critical aspects relating to the overall management of data, such as privacy and security of personal data, the analysis and reporting of data and the use of technology.

This document does not cover the analysis of data and reporting structure or the definition of any metric other than quality of workforce data. Technology platforms in the form of human resource information systems, databases, spreadsheets, and the like, can improve the process of the capture and management of data. The focus of this document is the data itself.

While data security and data privacy are also critical to the overall management of data, they are not dealt with in this document.

This document is applicable to all types and sizes of organization across all industry sectors and regions.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

No terms and definitions are listed in this document.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

4 Defining workforce data quality

4.1 General

A high level of workforce data quality provides the foundation for evidence-based decision-making to support organizational performance and continual improvement.

Key considerations are the identification and capture of relevant data. The organization should determine what data is material to the purpose of the organization and its strategic objectives.

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