

This qualification is suited for both individuals working in a range of human resource management positions. Job roles include human resources assistants, human resource coordinators, human resources administrators and payroll officers.

ENTRY REQUIREMENTS

There are no pre-requisites for this qualification.

Preferred pathways into this qualification include:

- BSB30115 Certificate III in Business or other relevant qualification/s **OR**
- With vocational experience assisting in a range of business environments providing administrative, HR or operational support to individuals and/or teams but without a formal business qualification.

CAREER PATHWAY

A number of career pathways are available to you typically with further study, such as office/site manager, administration or HR manager and assistant to CEO roles.

SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment

COURSE OUTCOMES

Gain the skills required to:

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| <ul style="list-style-type: none"> ➤ Read, interpret, write and present reports ➤ Use business technology to collect, analyse and provide information ➤ Make decisions to complete tasks in a time efficient manner ➤ Contribute to strategic direction of enterprise ➤ Manage time to independently complete tasks and evaluate own performance and identify areas for improvement ➤ Organise information relating to products and/or services into databases ➤ Support team members in developing skills and knowledge relating to human resources requirements ➤ Plan for contingencies | <ul style="list-style-type: none"> ➤ Work within own role to support team activities ➤ Find, analyse and interpret data which may be incomplete or have discrepancies ➤ Identify learning opportunities to improve work practices ➤ Organise resources, equipment and timelines ➤ Communicate with business contacts and team members to promote products and services, give and receive feedback and negotiate effectively to address conflicts ➤ Participate in professional networks and associations to obtain and maintain knowledge skills ➤ Use business technology such as internet and mobile phones to communicate with other people |
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DELIVERY ARRANGEMENTS

The Certificate IV HR program is typically delivered over a minimum 10 month period using a blend of on and off the job approaches. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined we have allowed up to 600 hours for total volume of learning at Certificate IV level. The qualifications can be fast-tracked, depending on current competencies of learner as well as their available time in completing the requirements. For learners completing the qualification via traineeship arrangements, we recommend a minimum 20 hours of face-to-face group training sessions for the Certificate IV in HR. In this way learners can learn from each other while being guided by the experienced facilitator.

PATHWAYS

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

RPL

If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow 600 hours to complete the qualification in this format regardless, however, this is assuming that they are able to provide sufficient and current evidence.

GROUP SESSIONS

There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have a 10 session ideal structure for Certificate IV however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative and formative assessments that include research, written tasks and demonstration activities.

FLEXIBLE

It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 600 hours regardless.

BLENDED APPROACH

You may prefer a combination of face-to-face sessions supported by email support and telephone conferencing. We can structure a program by incorporating all of these options.

COURSE STRUCTURE

To complete this qualification, the student is required to complete 10 Units. This comprises 6 core units and 4 elective units. At least 2 electives must be chosen from the electives listed below and the remaining 2 can be selected from any qualifications offered by Target Training from Certificate III level or above.

CORE UNITS

BSBHRM403	Support performance management processes
BSBHRM404	Review human resources functions
BSBHRM405	Support the recruitment, selection and induction of staff
BSBLDR402	Lead effective workplace relationships
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
BSBWRK411	Support employee and industrial relations procedures



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ELECTIVE UNITS

BSBADM405	Organise meetings
BS1BCMM4	Make a presentation
BSBCUS402	Address customer needs
BSBCUS403	Implement customer service standards
BSBEMS401	Develop and implement business strategies to expand client base
BSBEMS402	Develop and implement strategies to source and assess candidates
BSBEMS403	Develop and provide employment management services to candidates
BSBEMS404	Manage the recruitment process for client organisations
BSBINM401	Implement workplace information system
BSBINN301	Promote innovation in a team environment
BSBITU314	Design and produce spreadsheets
BSBITU401	Design and develop complex text documents
BSBITU402	Develop and use complex spreadsheets
BSBITU404	Produce complex desktop published documents
BSBLDR403	Lead team effectiveness
BSBLED401	Develop teams and individuals
BSBREL401	Establish networks
BSBRSK401	Identify risk and apply risk management processes
BSBSUS401	Implement and monitor environmentally sustainable work practices
BSBWRT401	Write complex documents

LEARNING OUTCOMES

Here is a selection of units below. For more information on other units please contact us.

CORE UNITS

BSBHRM403 – Support performance –management processes

- 1 Review performance management infrastructure
- 2 Promote performance management system
- 3 Recommend improvements to performance management system in response to collated data

BSBHRM404 – Review human resources functions

- 1 Research human resources functions
- 2 Review policy and procedures frameworks
- 3 Apply ethical framework
- 4 Analyse human resource metrics
- 5 Report research outcomes

BSBHRM405 – Support the recruitment, selection and induction of staff

- 1 Plan for recruitment
- 2 Plan for selection
- 3 Support selection process
- 4 Induct success candidate

BSBLDR402 – Lead effective workplace relationships

- 1 Collect, analyse and communicate information and ideas
- 2 Develop trust and confidence as leader
- 3 Develop and maintain networks and relationships
- 4 Manage difficulties into positive outcomes

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BSBWHS401 - Implement and monitor WHS policies, procedures and programs to meet legislative requirements

- 1 Provide information to the work team about WHS policies and procedures
- 2 Implement and monitor participation arrangements for managing WHS
- 3 Implement and monitor organisational procedures for providing WHS training
- 4 Implement and monitor organisational procedures and legal requirements for identifying hazards and assessing and controlling risks
- 5 Implement and monitor organisational procedures for maintaining WHS records for the team

BSBWRK411 – Support employee and industrial relations procedures

- 1 Communicate and implement organisation’s industrial relations policies and procedures
- 2 Assist in minimizing industrial relations conflict
- 3 Enhance industrial relations

ELECTIVE UNITS

BSBADM405 - Organise meetings

- 1 Make meeting arrangements
- 2 Prepare documentation for meetings
- 3 Record and produce minutes of meetings

BSBCMM401 - Make a presentation

- 1 Prepare a presentation
- 2 Deliver a presentation
- 3 Review the presentation

BSBCUS402 - Address customer needs

- 1 Assist customer to articulate needs
- 2 Satisfy complex customer needs
- 3 Manage networks to ensure customer needs are addressed

BSBCUS403 - Implement customer service standards

- 1 Contribute to quality customer service standards
- 2 Implement customer service systems
- 3 Implement team customer service standards

BSBEMS401 – Develop and implement business development strategies to expand client base

- 1 Develop strategies to identify potential clients
- 2 Initiate relationships with potential clients
- 3 Manage client relationship
- 4 Utilise networks to expand client base

BSBEMS402 – Develop and implement strategies to source and assess candidates

- 1 Develop strategies to source candidates
- 2 Screen and interview potential candidates
- 3 Assess and select candidates
- 4 Manage candidate outcomes



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BSBEMS403 – Develop and provide employment management services to candidates

- 1 Develop strategies for retention of candidates
- 2 Provide advice and support to candidates
- 3 Provide training solutions to candidates
- 4 Develop strategies for ongoing management of candidates

BSBEMS404 – Manage the recruitment process for client organisations

- 1 Provide advice on recruitment strategy to client
- 2 Determine job specifications with client
- 3 Manage recruitment process
- 4 Assess and select candidates
- 5 Refer candidates and complete placement process

BSBINM401 – Implement workplace information system

- 1 Identify and source information needs
- 2 Collect, analyse and report information
- 3 Implement information systems
- 4 Prepare for information system changes

BSBINN301 - Promote innovation in a team environment

- 1 Create opportunities to maximise innovation within the team
- 2 Organise and agree effective ways of working
- 3 Support and guide colleagues
- 4 Reflect on how the team is working

BSBITU314 – Design and produce spreadsheets

- 1 Select and prepare resources
- 2 Plan spreadsheet design
- 3 Create spreadsheet
- 4 Produce intermediate-level charts
- 5 Finalise and present spreadsheets

BSBITU401 - Design and develop complex text documents

- 1 Prepare to produce word processed documents
- 2 Design complex documents
- 3 Add complex tables and other data
- 4 Produce documents

BSBITU402 - Develop and use complex spreadsheets

- 1 Prepare to develop spreadsheet
- 2 Develop a linked spreadsheet solution
- 3 Automate and standardize spreadsheet operation
- 4 Use spreadsheets
- 5 Represent numerical data in graphic form

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BSBITU404 - Produce complex desktop published documents

- 1 Prepare to produce desktop published documents
- 2 Design desktop published documents
- 3 Create desktop published documents
- 4 Finalise desktop published documents
- 5 Produce desktop published documents

BSBLDR403 – Lead team effectiveness

- 1 Plan to achieve team outcomes
- 2 Lead team to develop cohesion
- 3 Participate in and facilitate work team
- 4 Liaise with management

BSBLED401 - Develop teams and individual

- 1 Determine development needs
- 2 Develop individual needs
- 3 Monitor and evaluate workplace learning

BSBREL401 - Establish networks

- 1 Develop and maintain business networks
- 2 Establish and maintain business relationships
- 3 Promote the relationship

BSBRISK401 Identify risk and apply risk management processes

- 1 Identify risks
- 2 Analyse and evaluate risks
- 3 Treat risks
- 4 Monitor and review effectiveness of risk treatment/s

BSBSUS401 - Implement and monitor environmentally sustainable work practices

- 1 Investigate current practices in relation to resource usage
- 2 Set targets for improvements
- 3 Implement performance improvement strategies
- 4 Monitor performance

BSBWRT401 - Write complex documents

- 1 Plan documents
- 2 Draft text
- 3 Prepare final text
- 4 Produce document



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