Certificate IV in Human Resources

BSB41015

A SPECIALIST HUMAN RESOURCES COURSE TO LEARN ALL HR KEY SKILLS
The Certificate IV in Human Resources covers all key HR functional areas to ensure a solid knowledge base for those entering the HR profession or those wanting to learn about other aspects of HR. By focusing on the policies and procedures that drive your recruitment, appraisal, industrial relations and retention processes, this Certificate IV qualification will ensure that you have a strong skill set in each HR specialist area.

Certificate IV in Human Resources is a specialist HR course for those seeking a career in this exciting profession. You will understand the rules, best practices and learn the skills needed to thrive in any human resources role. This qualification covers all main functions in HR. Your College Student Adviser has past HR practitioner skills and experience to share, to ensure that you learn real world and useful HR skills.

Subject Choices

- Recruitment Best Practice
- Promote a Safe Work Team
- Human Resource Management
- Team Effectiveness
- Performance Management Practices
- Workplace Relations
- Prioritising to Achieve Team Goals (E)
- Operational Planning (E)
- Presentation Delivery (E)
- Coaching Teams (E)
- Workplace Consultation & Committees (E)
- Total Quality Management (E)
- Co-ordinate Customer Service (E)
- Business Networks (E)
- AccountRight Payroll (E)
- More electives available
# Key Course Facts

**Start Date:**
Start immediately

**Duration:**
Complete within 12 months

**Delivery Options:**
On-line/Correspondence

**Group Training:**
Workshops available

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## Course Fees: $4,400

All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

### New Entrant Traineeship Fees for this Qualification:

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<th>State</th>
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### Subsidised Training Options for this Qualification:

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* NSW fees depend on previous qualification levels
** Subject to eligibility and availability at the time of enrolment
Entry Requirements

Reading and Writing Skills

The course is an online correspondence course so you need to have average English reading and writing skills, or higher. As a guide - you should have completed Year 12 schooling, or have sound workplace written communication skills.

Spoken English Skills

The course has practical components where students will be required to demonstrate persuasive verbal communication and rapport building skills. Above average to strong spoken English skills are necessary to complete these components successfully.

Numeracy Skills

Numeracy skills are only required to a basic level eg calculations with calculators.

Computer and Internet

- Access to a Desktop Computer or Laptop
- Internet access with Internet Explorer 8+, Chrome or Firefox
- Microsoft Office 2010 Word and Subject specific Office products for chosen electives (ie Excel, Powerpoint, Publisher)

Other

- Ability to study and conduct assessments in a safe environment
Subject Descriptions

Core Subjects:

Recruitment Best Practice

This subject covers the recruitment process, including the many steps involved in vital pre-recruitment activities such as revising job descriptions, advertising vacancies, short-listing and interviewing. Learners are provided with an opportunity to demonstrate their interviewing skills in an interview and reference check role play.

Unit(s):
BSBHRM405 - Support the recruitment, selection and induction of staff
BSBEMS402 - Develop and implement strategies to source and assess candidates
BSBEMS404 - Manage the recruitment process for client organisations

Promote a Safe Work Team

Learn about the strict legal obligations supervisors and team leaders have under safety legislation. Completion of this subject will give you practical skills to identify, risk assess and control safety concerns. You will be better equipped to understand safety statistics and identify factors that can reduce injuries whilst ensuring business productivity and profitability.

Unit(s):
BSBWHS401 - Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Human Resource Management

This subject asks for the review of Human Resource functions, assessment of current policies and procedures against the relevant laws. This subject requires further research to be conducted into the Fair Work Best Practice Guidelines, Equal Employment Opportunity and Anti Discrimination Laws. A short report will ask to review existing procedures and make recommendations to improve practices to promote equality and fair treatment of workers.

Unit(s):
BSBHRM404 - Review human resource functions
BSBCOM405 - Promote compliance with legislation

Team Effectiveness

Teams need sound leadership to prosper. This important subject breaks down the art of leading effective teams into the key elements of inspiring trust, effective communication, setting targets and building relationships. Special attention is given to teaching leaders how to successfully manage both individual and team conflict and improve team performance.

Unit(s):
BSBLDR402 - Lead effective workplace relationships
BSBLDR403 - Lead team effectiveness
Performance Management Practices
This subject covers the performance management cycle, beginning with a review of existing performance management systems and their alignment with the Fair Work - Best Practice Guidelines. This subject is very practical with a focus on improving performance appraisals processes. Topics include analysing and resolving of substandard performance and addressing personal problems. It also explores the areas of professional development and the provision of support services.
Unit(s):
BSBHRM403 - Support performance management process

Workplace Relations
This subject takes you through workplace grievance and conflict and reviews the day to day application of employee relations policies and procedures for its effective management. It involves the research and application of relevant anti-discrimination laws, covers Fair Work Guidelines and the National Employment Standards using case studies to illustrate procedures. A check list is provided to help you assess whether or not an Unfair Dismissal has occurred.
Unit(s):
BSBWRK411 - Support employee and industrial relations procedures

Elective Subjects: No electives are required. 1 optional elective allowed

Prioritising to Achieve Team Goals
Achieving goals is at the heart of leadership success. You will learn how to set effective targets and priorities to maximise your productivity and results. This subject covers how to assess urgency and priorities, plan work schedules, monitor individual and team performance and set professional development goals.
Unit(s):
BSBWR403 - Manage stress in the workplace
BSBWR404 - Develop work priorities

Operational Planning
This subject covers concepts of operational plans and how to implement the key concepts for planning and budgeting for business. Also covered in this subject are techniques for investigating and actioning problems, working with teams to implement operational plans, HR issues and rostering.
Unit(s):
BSBINM401 - Implement workplace information system
BSBMGT402 - Implement operational plan

Presentation Delivery
In this subject you will learn to prepare a presentation including session planning and delivery skills. You will learn the importance of considering the target audience and dealing with questions, as well as preparing quality visual aids and content. Students are required to record an actual presentation they deliver and submit to the College for practical assessment and feedback.
Unit(s):
BSBCMM401 - Make a presentation
Coaching Teams

Team leaders have a key role in coaching individual team members to improved performance. Building the self-confidence of employees to face challenges is critical in meeting team and organisational goals. Coaching teams provides the knowledge, responsibilities and skills a coach needs and to be able to evaluate the effectiveness of the coaching efforts. This subject also covers coaching for performance issues, or to improve sales results and is suited to all workplaces including call centres.

Unit(s):
BSBLED401 - Develop teams and individuals

Workplace Consultation & Committees

WH&S culture, policies and procedures in relation to committees and consultation are the focus of this specialist safety qualification subject. There are practical activities covered such as: arranging the next WHS Committee meeting; preparing the Agenda and how to actively participate in the meeting itself. Preparing the meeting Minutes and identifying any items requiring action after the meeting are also key aspects.

Unit(s):
BSBADM405 - Organise meetings
BSBWHS403 - Contribute to implementing and maintaining WHS consultation and participation processes

Total Quality Management

In this subject you will cover Total Quality Management (TQM) and continuous improvement, the continuous improvement cycle, quality systems, best practice and monitoring quality performance. Also covered are measuring tools, customer and stakeholder feedback- the use of interviewing and surveys and consultation along with problem solving, change management and mentoring and coaching.

Unit(s):
BSBMGT403 - Implement continuous improvement

Co-ordinate Customer Service

Providing good service to your internal and external customers is a critical responsibility for managers. Learn how to identify the key aspects of service delivery important to your customers, and how to train staff to deliver this.

Unit(s):
BSBCUS401 - Coordinate implementation of customer service strategies
BSBCUS402 - Address customer needs

Business Networks

Business networking is an important skill in many roles. This subject looks at ways to identify business networks you should belong to and ways to make valuable contacts when participating. This subject involves practical communication skills and also requires the use of persuasive communication skills.

Unit(s):
BSBREL401 - Establish networks
BSBREL402 - Build client relationships and business networks

AccountRight Payroll

Processing and maintaining payroll requires a thorough understanding of the vast array of legislation that underpins the process itself. In this module, you will not only will learn how to calculate minimum rates of pay, penalty rate loadings, overtime, sick and annual leave, but you will also get to set up, maintain and process pays through a payroll system using MYOB.
Risk Management Fundamentals

This subject covers risk context and identification, which includes risk management processes, risk identification, and documentation. It looks into the analysis of a risk, its cause and risk tolerance. It details strategies for controlling and treating risks as well as reviewing and monitoring of those risks.

Unit(s):  
FSN804/05 - Establish and maintain a payroll system

BSBRS401 - Identify risk and apply risk management processes
Service Guarantees

Quality Training Provider
ACCM was one of the first private training Colleges to be given official RTO registration status. 21 years later we have helped over 2 000 employers and 25 000 students achieve their career goals and have been recognised as a state finalist on the NSW Training Awards. We have a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment
Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes! For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment
Within 30 minutes of being enrolled, your personal log-on details are emailed to you. This gives you access to course materials to commence your studies (via our on-line system WebClass).

Industry Expert Student Adviser
You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

Prompt Results and Feedback
All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in 2 weeks or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start
When you enrol your College Student Adviser will phone to welcome you to the course. Your Student Adviser will ensure that you understand the best way to progress in your course. They will also assist you with any questions you may have. They will be in regular touch with you at the start of your course to offer motivation, support and guidance. For employment based enrolments they will also make contact with supervisors during this time to address any questions they may have.

Pro-active Learner Support
The support won’t stop! Contact from your College Student Adviser will continue every month, based on the level of help you need. Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

Quality Course Materials
Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course. The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

Employer Progress Updates
For employment based enrolments all supervisors will be emailed a monthly progress report showing the status of all learners. We understand that its essential to keep you up to date.