



Certificate IV in Human Resources

BSB41015



A SPECIALIST HUMAN RESOURCES
COURSE TO LEARN ALL HR KEY SKILLS

About This Course

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 specific 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

No electives are required. 1 optional elective allowed

- Recruitment Best Practice
- Keeping Your Work Team Safe
- Human Resource Management
- Team Effectiveness
- Performance Management Practices
- Support Workplace Relations Processes
- Prioritising to Achieve Team Goals (E)
- Develop Teams (E)
- WHS Consultation and Meetings (E)
- Quality Planning (E)
- Co-ordinate Customer Service Delivery (E)
- Participate in Networking Events (E)
- AccountRight Payroll (E)
- Risk Management Fundamentals (E)
- Build Client Relationships (E)

Key Course Facts

Start Date:
Start immediately

Delivery Options:
On-line/Correspondence

Duration:
Complete within 12 months

Group Training:
Workshops available

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:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,000	\$2,820	\$4,400	\$4,400	\$4,400	\$4,400	\$4,400	\$1,316

Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$4,400							

School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA

Subsidised Training Options for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,580							
\$1,850							

* 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

Keeping Your Work Team Safe

Supervisors and team leaders have strict legal obligations under safety legislation. Learn what these are, as well as the practical skills to identify, risk assess and resolve safety concerns. This subject also teaches how to better understand safety statistics and identify factors that can reduce injuries, and ensure the business is productive and profitable.

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

Support Workplace Relations Processes

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.

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):

BSBWOR403 - Manage stress in the workplace

BSBWOR404 - Develop work priorities

Develop Teams

Learn and practice the skills and knowledge required to develop and facilitate workplace training and on-the-job coaching. Learn the starting point to analyse the training needs of an organisation; develop a learning plan and coaching plan; and evaluate training effectiveness. This subject includes a practical activity to deliver a presentation for those wanting to build training facilitation skills.

Unit(s):

BSBCMM401 - Make a presentation

BSBLED401 - Develop teams and individuals

WHS Consultation and Meetings

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

Quality Planning

Long term success in business is a direct result of sound planning and having a quality focus. This subject teaches how to set realistic operational goals, effectively plan activities and prepare for contingencies. The concepts and methods of continuous improvement processes are also addressed throughout the subject to allow operational plans to be adapted and improved throughout their execution phase.

Unit(s):

BSBMGT402 - Implement operational plan

BSBMGT403 - Implement continuous improvement

Co-ordinate Customer Service Delivery

Providing good service to your internal and external customers is a critical responsibility for senior staff, team leaders and managers. Learn how to identify the key aspects of service delivery important to your customers, and the customer service system needed to achieve your service standards.

Unit(s):

BSBCUS401 - Coordinate implementation of customer service strategies

BSBCUS403 - Implement customer service standards

Participate in Networking Events

This is a practical subject that examines the skills and techniques needed to make business networking effective. It covers communication approaches when meeting new contacts; negotiating and problem solving; and how to maintain positive client relationships. You must attend a face to face networking event and actively participate in a social media network as part of the assessment requirements.

Unit(s):

BSBREL401 - Establish 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.

Unit(s):

FNSTPB402 - Establish and maintain payroll systems

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):

BSBRISK401 - Identify risk and apply risk management processes

Build Client Relationships

This subject has been structured to progressively develop the students skill and knowledge in the building, managing and maintaining of customer relationships to support business outcomes. It explains the difference between customer service and customer relationship building; with an emphasis on the skills required for longer term relationship building. This includes considering a range of client relationship strategies and also how to use networking effectively.

Unit(s):

BSBCUS402 - Address customer needs

BSBREL402 - Build client relationships and business networks

Service Guarantees

Quality Training Provider

ACCM was one of the first private training Colleges to be given official RTO registration status.

22 years later we have helped over 3 000 employers and 31 000 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 have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.
