



# Certificate IV in Human Resource Management

BSB40420



A SPECIALIST HUMAN RESOURCES  
COURSE TO LEARN ALL HR KEY SKILLS



# About This Course

The Certificate IV in Human Resource Management 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 Resource Management 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.

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## Subject Choices

- Co-ordinate Recruitment and Onboarding
- Lead Personal Development
- Implementing Effective Safety Procedures
- Mid Course Survey
- Support Team Training and Development
- Support Performance Management
- Implement an Employee Assistance Program
- Understand and Implement Industrial Relations Processes

# Key Course Facts

## Start Date:

Start immediately

## Duration:

Complete within 50 weeks

## Delivery Options:

On-line/Correspondence

## Group Training:

Contact the College for Availability

## Course Fees: \$5,000 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:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
\$1,550	\$0	\$5,000	\$5,000	\$2,145	\$5,000	\$5,000	\$5,000

### Existing Worker Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
\$1,550	N/A	N/A	N/A	N/A	\$5,000	N/A	N/A

### School Based Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

### Subsidised Training Options for this Qualification \*

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	\$1,580	N/A	N/A	N/A	N/A	N/A	N/A

\* NSW fee listed is for the Smart and Skilled category 'no prior qualification'. A fee increases of 15-17% applies to those who have completed a qualification previously. This training is subsidised by the NSW Government.

\* Jobs & Skills WA courses are subsidised by the Department of Training and Workforce Development. The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

\*\* Subject to eligibility and availability at the time of enrolment

# Entry Requirements

## Past Work Experience

For this qualification you should have completed a Certificate III or have relevant work experience. Students without a prior or current HR work background should expect that the study time and length of course will be longer and more intense. An alternative that may suit many students is to take a general business course and select a HR elective.

## Literacy Skills

### Reading Skills

*You must be able to:*

Interpret and analyse complex texts relevant to workplace requirements (ie policies and procedures)

Read, analyse and evaluate information and ideas to extract meaning relevant to the topic

Use different reading strategies to draw meaning for complex texts (ie identifying, questioning, previewing)

As a guide - you should have completed Year 12 schooling, or have proven workplace reading skills.

### Writing Skills

*You must be able to:*

Clearly communicate complex ideas and information in writing

Draft complex emails and letters to convey required information or ideas

Demonstrate knowledge of written structure and layout appropriate to the purpose

As a guide - you must have completed Year 12 schooling, or have proven workplace written communication skills.

## Language Skills (Spoken English)

*You must be able to:*

Demonstrate flexibility in spoken language by using the appropriate structure and/or strategy

Extract the key ideas or information from spoken conversations across a range of contexts

Explain complex procedures and give clear sequenced instructions to others in familiar setting

As a basic guide - you must have sufficient English speaking skills to be able to communicate effectively and professionally with your Student Adviser over the phone.

## Numeracy Skills

*You must be able to:*

Interpret, comprehend and use a range of everyday mathematical information in familiar and routine contexts

As a basic guide - you must have completed Year 10 schooling, or have a working knowledge of basic mathematical functions.

## Digital Literacy Skills

*You must be able to:*

Open and use a computer application (such as your Web Browser)

Navigate a website by following instructions and follow website "links"

Type and edit text eg for both short and long answer assessment questions

Select the appropriate answers in a multiple choice list (select the correct option(s))

Download, save, edit and upload documents or files

Write, edit, send, receive and save emails

Open and use a word processing application (such as Microsoft Word or Google Docs)

Open and use a spreadsheet program (such as Microsoft Excel or Google Sheets) depending on electives chosen

## Computer and Internet Requirements

*You must have:*

Access to a Desktop Computer or Laptop although some course work may be completed via mobile devices.

Internet access with the latest version of Microsoft Edge, Chrome, Safari or Firefox.

Microsoft Office 2010 Word (or higher)

Subject specific Microsoft Office products for chosen electives (ie Excel or Powerpoint).

Note: We do not support other applications like Pages or Numbers.

# Subject Descriptions

## Core Subjects:

### Co-ordinate Recruitment and Onboarding

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.

The primary performance evidence required in the assessment for this subject is the coordination of the recruitment and onboarding of 2 candidates; to apply effective communication strategies; and to plan and implement use of digital technology to collaborate in a work environment at least once.

Unit(s):

BSBH415 - Coordinate recruitment and onboarding

BSBX401 - Apply communication strategies in the workplace

BSBT404 - Use digital technologies to collaborate in a work environment

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### Lead Personal Development

Being able to organise personal work priorities is an essential job skill. Learn how to set and meet work priorities through time management and planning your work schedule. This subject also looks at emotional intelligence and the ability to identify ways to adapt personal attributes to be successful in different work situations.

Unit(s):

BSBP403 - Lead personal development

BSBP402 - Develop personal work priorities

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### Implementing Effective Safety Procedures

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):

BSBW411 - Implement and monitor WHS policies, procedures and programs

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### Mid Course Survey

This survey is an important opportunity for you to tell ACCM College about your learning experience so far. By formally seeking this information at the mid-point of your course, ACCM College can help shape your learning outcomes to better ensure your professional development goals are met.

Unit(s):

MID-SURVEY - Mid Course Survey

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## Support Team Training and Development

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.

Unit(s):

BSBHRM413 - Support the learning and development of teams and individuals

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## Support Performance Management

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):

BSBHRM411 - Administer performance development processes

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## Implement an Employee Assistance Program

Employee Assistance Programs (EAPs) are a common staff support program in larger enterprises. This subject explains the ways to measure the success of an EAP. It also looks at how to develop an Employee Wellness Program, including: gaining management support for your proposal; implementing the program; generating staff support; communication and implementation plans; as well as how to monitor and evaluate your success. Case studies are included to enhance learning outcomes.

Unit(s):

BSBHRM417 - Support human resources functions and processes

BSBHRM531 - Coordinate health and wellness programs

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## Understand and Implement Industrial 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):

BSBHRM412 - Support employee and industrial relations

BSBCMM412 - Lead difficult conversations

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# Service Guarantees

## Quality Training Provider

ACCM has 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.

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## 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.

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## Start Anytime - Immediate Enrolment

Within 30 minutes of applying to enrol, your personal log-on details are emailed to you. This gives you access to our on-line system Webclass. Login to Webclass and complete the administrative items. Once you have completed these items a College Student Adviser will phone you to discuss your needs, course requirements, suitability and electives. You will then have access to the first study module via WebClass.

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## 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.

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## 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 a week or less. In the meantime you can progress to your next subject.

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## Personal Contact for the Right Start

Your College Student Adviser will phone you to welcome you to the course and ensure that you understand the best way to make progress in your course. They will also assist you with any questions you may have.

They will be in regular contact with you, especially at the start of your course, to offer motivation, support and guidance.

For employment based enrolments they will also make contact with your work supervisors to address any questions they may have.

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## 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.

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## 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.

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## 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.

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