

AOT Course Guide

BSB41007 Certificate IV in Human Resources

Accredited Online Training Pty Ltd

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Certificate IV in Human Resources

This qualification is for individuals who want to develop practical human resource skills as either line managers, administrators or human resource officers. The Certificate IV in Human Resources is recognised by industry as the entry level for employment as a human resource officer or for undertaking part of the human resource function.

JOB ROLES

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Human Resources Assistant
- Human Resources Officer
- Payroll Officer

WHAT WILL YOU ACHIEVE FROM THIS COURSE?

You will learn skills that are common across all human



resource operations roles. The course focusses on:

- **Developing your presentation skills**
- **Coordinating human resource services,**
- **Recruitment processes**
- **Developing effective workplace relationships**

This is a nationally recognised course.

RESOURCES PROVIDED IN THE COURSE

- High quality interactive online training material
- Unlimited Trainer support via phone, email, and online
- 48hr marking of assessments
- Workbooks

WHY CHOOSE TO STUDY ONLINE WITH AOT:

- No classes to attend
- No deadlines to meet
- Study in your own time
- Online student chat forums
- Virtual Classroom - plan, implement & assess your learning process online
- Professional tutor support
- Quality assured nationally recognised courses
- All students receive professional tutor support throughout their learning experience with AOT.

HOW LONG DOES THE COURSE TAKE?

You, the student, are completely in control of your own learning schedule. Learning online allows you the freedom to study at home, during your lunch break or from anywhere in the world.

Total nominal hours: 448 hrs

Full time load: 12hrs/wk

Full-time duration: 37 weeks

Maximum 12 months access to online course. (Approx. 10-20 hours to complete each unit).

DELIVERY MODE

Online

HOW TO GAIN YOUR QUALIFICATION FASTER & TRANSFER TO UNIVERSITY!

- Fast Track
- RPL (Recognition of prior learning)
- University credit transfer

ENTRY REQUIREMENTS

- Sufficient literacy and numeracy skills to complete the course
- Access to an internet connection and computer

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EMPLOYABILITY SKILLS

The following is a summary of the employability skills for this qualification. This should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

• Communication

- using communication and representation to develop and maintain effective working relationships and networks
- using negotiation and conflict management skills to resolve issues

Teamwork

- actively encouraging consultation and co-operation on human resources initiatives

- motivating, mentoring, coaching and developing staff

• Problem Solving

- identifying and analysing industrial relations issues, methods to attract job applicants and assisting managers to address performance management issues
- implementing processes to resolve issues that are raised by co-workers

• Initiative and Enterprise

- seeking and valuing contributions to develop and refine new ideas and approaches

• Planning and Organising

- gathering, organising and presenting workplace information
- scheduling interviews and coordinating selection processes

• Self Management

- ensuring that key tasks are undertaken to support organisational timeframes for human resources strategies, such as performance appraisal
- planning own work including predicting consequences and identifying improvements

• Learning

- participating in professional networks and associations to obtain and maintain knowledge and skills

• Technology

- selecting and using a range of functions on a computer application
- using business technology to produce reports

This is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

COURSE STRUCTURE

You are required to complete 10 units of study for the Certificate IV in Human Resources:

Unit Code	Unit Name	Description
BSBHRM401A	Review human resources functions	This unit describes the performance outcomes, skills and knowledge required to undertake research that supports work across a range of human resources functional areas.
BSBHRM402A	Recruit, select and induct staff	This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle.
BSBHRM403A	Support performance management process	This unit describes the performance outcomes, skills and knowledge required to assist in the effective implementation of a performance management system and to facilitate employee performance.
BSBWRK410A	Implement industrial relations procedures	This unit describes the performance outcomes, skills and knowledge required to work with industrial relations policies and procedures.
BSBCUS402A	Address Customer Needs	This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed.

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BSBCUS401A	Coordinate implementation of customer service strategies	This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback.
BSBWOR402A	Promote team effectiveness	This unit describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation.
BSBMGT403A	Implement continuous improvement	This unit describes the performance outcomes, skills and knowledge required to implement the organisation's continuous improvement systems and processes. Particular emphasis is on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.
BSBOHS407A	Monitor a safe workplace	This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements.
BSBRES401A	Analyse and present research information	This unit describes the performance outcomes, skills and knowledge required to gather, organise and present workplace information using available systems.

ASSESSMENTS

AOT uses competency based assessment methods to ensure students have demonstrated their performance to a required standard. Competency based assessment is the focus of accredited vocational courses on what the student can actually do – and the standard

at which they are able to perform. Performance is measured in terms of whether students meet the prescribed levels of competency, not how well they carry out tasks relative to each other or the length of time taken to attain the skills.

AOT's assessment process may consist of the following tasks, dependant on the unit/chapter requirements:

- Portfolios/case studies
- Holistic Assessments
- Multiple choice and/or
- Short answer questionnaires

COURSE COSTS

Option 1 – Pay Upfront

When you choose to pay upfront for the Certificate IV in Human Resources, you will receive a 10% discount off the total cost of the course.

Course Cost	Pay Now	Save
\$2880	\$2592	\$288

Option 2 – Monthly Payment

Choose this flexible option and you can start achieving today with a low deposit and an affordable interest-free monthly payment plan.

Low Deposit	11 Monthly Payments
\$460	\$220