



Course Information Brochure

Certificate IV in Human Resources BSB41007



NATIONALLY RECOGNISED
TRAINING



Indigo Medical & Dental Training Pty Ltd
Level 2, Gordon Executive Centre,
802 Pacific Highway, Gordon NSW 2072
Tel: 02 9844 5496 Fax: 02 8212 9547
Email: training@indigoconsulting.com.au

Training Provider

Indigo Medical & Dental Training Pty Ltd is a National Registered Training Organisation that provides accredited and non accredited training courses and qualifications for the medical and dental profession Australia-wide. Our Training Administration Head Office is located at Bundall, QLD, but we also have offices located in Sydney and Melbourne.

Our Training Assessors have extensive experience working within the medical industry and management positions, possess Certificate IV in Workplace Training & Assessment TAA, and have conducted group workshops/training in Medical Reception and Medical Terminology in NSW, QLD & VIC.

Training Provider Relevant Contacts

Please contact our Sydney office for all enquiries relating to receiving an enrolment pack, enrolling in Certificate IV in Human Resources BSB41007 and course unit material.

Training Administration Office - Sydney

Bernadette Beach
Director

Glenys Stabback
National Training Manager

Indigo Medical & Dental Training Pty Ltd
Level 2, Suite 1A, Gordon Executive Centre
802 Pacific Highway, Gordon NSW 2072
Tel: 02 9844 5496 Fax: 8212 9547

Queensland Office

Indigo Medical & Dental Training Pty Ltd
Level 15, Corporate One Centre
2 Corporate Court, Bundall QLD 4217
Tel: 07 5591 9526 Fax: 02 8212 9547

Melbourne Office

Indigo Medical & Dental Training Pty Ltd
Lvl 13, 200 Queen St, Melbourne VIC 3000
Tel: 03 8648 6511 Fax: 02 8212 9547

Our Training Assessors

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Glenys Stabback – NSW, QLD, VIC
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Course Outline

This qualification is specifically designed for individuals who work in a range of support positions in human resources management. These may include all human resources functional areas and/or may be assigned responsibilities in units or business areas focused on discrete human resources functions, such as remuneration, workforce planning or human resources information systems.

Job Roles

Possible job roles may include:

- Human Resources Assistant
- Human Resources Officer
- Payroll Officer

Course Core Units (Units of Competency)

10 units, 4 core units plus 6 elective units

Core Units

BSBHRM401A	Review human resources functions
BSBHRM402A	Recruit, select and induct staff
BSBHRM403A	Support performance management process
BSBWKR410A	Implement industrial relations procedures

Elective Units

BSBADM405B	Organise meetings
BSBOHS407A	Monitor a safe workplace
BSBINN301A	Promote innovation in a team environment
BSBRSK401A	Identify risk and apply risk management processes
BSBWOR401A	Establish effective workplace relationships
BSBWRT401A	Write complex documents

Course Entry Requirements

- Sound literacy skills
- Minimum Year 10 School Certificate equivalent

Recognition of Prior Learning

Recognition of Prior Learning may be awarded in relation to course units upon proof of recognised prior learning of relevant skills and knowledge.

Course Duration

Certificate IV in Human Resources BSB41007 comprises of study time of 448 hours and is recommended to be completed within a one year period, however, extension of this period may be considered after written application from the Student stating reason for extension of time. An extension fee must be paid prior to the extension being granted.

Students may complete the course in a shorter period of time.

Course Delivery & Course Fee

To ensure our course delivery provides flexibility, customisation and meets the expectation and needs of students, we have three delivery options to choose from:-

Flexible Learning - Option 1

\$2,200

This course will be delivered entirely by flexible (distance) learning. The Student will receive:

- A customised Training Plan to ensure completion in the nominated timeframe
- Unlimited support from a Trainer Assessor via email.
- Access to our Online Forum (from 2011)

Flexible Learning - Option 2

\$2,700

This course will be delivered by a combination of flexible learning & face to face meetings. The Student will receive:

- A customised Training Plan to ensure completion in the nominated timeframe
- Unlimited support from a Trainer Assessor via email/phone/Skype.
- A minimum of 3 face to face meetings
- Access to video workshops (where applicable)
- Access to our Online Forum (available from 2011)

Traineeship Package

\$3,200

Our traineeships are fully customised to ensure that Trainees receive personalised and customised training with relevance to the Trainee's role within the workplace. The Traineeship Training Programme is delivered by flexible delivery, however, Trainees and employers will receive not only the service outlined below, but have the additional option in being able to personalise the training programme to meet the Trainee's own needs, goals and learning style.

- A Trainer Assessor who will work closely with the Workplace Supervisor and Trainee for the duration of the course
- Unlimited support from a Trainer Assessor via email/phone/Skype
- Regular email contact from the Trainer Assessor to both the Trainee and the Workplace Supervisor to ensure that the Trainee is meeting their course commitments and to discuss Trainee's progress and implementation of skills/knowledge into the workplace setting
- A minimum of 4 workplace visits (if a workplace is not geographically placed to conduct workplace visits, video calls will be conducted)
- Online forum (available from 2011)
- Regular face to face meetings in the workplace at a time that is convenient to the Trainee and Workplace Supervisor
- Video workshops throughout the course

An Administration Fee of \$200 is payable by Students upon enrolment.

Payment plans are available for this qualification.

The Student is appointed a personal Trainer Assessor. One course unit will be forwarded to the Student for completion before proceeding to the next unit. The course delivery will consist of reading material, activities, online assessments and written assessment tasks which will be completed both in the workplace setting (if employed) and in the Student's own time.

Qualification

On successful completion of the 10 Units of Competency, you will be awarded the qualification Certificate IV in Human Resources BSB41007. If you only complete certain Units of Competency, you will receive a Statement of Attainment for the units successfully completed.

Description of Core Course Units

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. This is a foundation unit for any person wishing to pursue competency in human resources and provides a sound basis for working across various human resources functional areas. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Research human resources functions
- Review policy and procedures frameworks
- Apply ethical framework
- Report on research outcomes

BSBHRM402A - Recruit, select and induct staff

This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle.

This unit applies to individuals with a role in recruitment, selection and induction functions who work under the direction of a human resources manager.

It is not assumed that the individuals addressed by this unit have staff who report to them, although this may be the case.

Performance of the work described in this unit will be underpinned by in depth knowledge of the work of the organisation, and how recruitment and selection practices fit with other human resource functions.

Unit Topics

- Determine job descriptions
- Plan for selection
- Assess and select applicants
- Appoint and induct successful candidate

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. Please note that this unit does not address the line management responsibilities of performance management; this is addressed in BSBMGT502B Manage people performance.

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Unit Topics:

- Review performance management infrastructure
- Promote performance management system
- Collate performance management data

BSBWRK410A - Implement industrial relations procedures

This unit describes the performance outcomes, skills and knowledge required to work with industrial relations policies and procedures.

This unit addresses the knowledge and skills required to represent the organisation/employer in dealing with industrial relations matters in the workplace.

The unit covers communicating and implementing industrial relations policies and procedures that meet statutory and legislative requirements; assisting in dealing with industrial relations conflicts and issues; and generally working towards a harmonious industrial relations climate within the workplace.

Unit Topics:

- Communicate and implement organisation's industrial relations policies and procedures
- Assist in minimising industrial relations conflict
- Enhance industrial relations

BSBADM405B - Organise meetings

This unit describes the performance outcomes, skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation.

This unit applies to individuals employed in a range of work environments who organise a variety of meetings. They may provide administrative support within an enterprise, or have responsibility for these tasks in the context of a particular team, workgroup or project.

Unit Topics

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

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.

This unit applies to employees with supervisory responsibilities for implementing and monitoring the organisation's OHS policies, procedures and programs in a work area.

This unit applies to individuals with a broad knowledge of OHS policies who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They provide supervision and guidance to others and have limited responsibility for the output of others.

Unit Topics:

- Provide information to the workgroup about OHS policies and procedures
- Implement and monitor participative arrangements for the management of OHS
- Implement and monitor the organisation's procedures for providing OHS training
- Implement and monitor procedures for identifying hazards and assessing risks
- Implement and monitor the organisation's procedures for controlling risks
- Implement and monitor the organisation's procedures for maintaining OHS records for the team

BSBINN301A - Promote innovation in a team environment

This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team.

This unit applies individuals who play a pro active role in demonstrating, encouraging or supporting innovation in a team environment. The individual may be a team participant or a team leader.

The team may 'make itself' or be constructed by others. It may have core members and members who participate at certain times or for particular purposes. It may be permanent or temporary, or come together at different times to work on specific projects.

The team could consist of a team of contractors/freelancers, permanent staff, clients and service providers, or any combination of these groups. It may operate within an organisation or across several organisations - or simply across a group of individuals.

The key focus of the unit is on what makes for an innovative team, what keeps it working well, how the structure of work can make a difference and what skills and knowledge are needed to maximise opportunities for innovation. Where a greater focus on team leadership is required this unit should be combined with units such as BSBLED401A Develop teams and individuals.

Unit Topics;

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

BSBRSK401A - Identify risk and apply risk management processes

This unit describes the performance outcomes, skills and knowledge required to identify risks and to apply established risk management processes to a subset of an organisation or project's operations that are within the person's own work responsibilities and area of operation.

This unit applies to individuals with a broad knowledge of risk analysis or project management who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

In this unit, risks applicable within own work responsibilities and area of operation, may include projects being undertaken individually or by a team, or operations within a section of the organisation.

Unit Topics:

- Identify risks
- Analyse and evaluate risks
- Treat risks
- Monitor and review effectiveness of risk treatment/s

BSBWOR401A – Establish effective workplace relationships

This unit describes the performance outcomes, skills and knowledge required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Collect, analyse and communicate information and ideas
- Develop trust and confidence
- Develop and maintain networks and relationships
- Manage difficulties into positive outcomes

BSBWRT401A - Write complex documents

This unit describes the performance outcomes, skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

This unit applies to individuals who work in a range of business environments and are skilled in the creation of reports, information and general promotion documents that are more complex than basic correspondence, memos or forms and that require review and analysis of a range of information sources.

Unit Topics:

- Plan documents
- Draft text
- Prepare final text
- Produce document

PAYMENT OF COURSE FEES

To enrol in Certificate IV in Human Resources, please complete an Enrolment Form and email, fax to 02 8212 9547 or mail to:

Indigo Medical & Dental Training
PO Box 3731
Tuggerah NSW 2259

Payments can be made via credit card, direct deposit or cheque.

Payment Plan Options

We offer **payment plan options** for all our qualification courses. An initial deposit is paid upon enrolment followed by two (2) payments made thereafter during the duration of the course. A payment plan schedule will be issued upon enrolment detailing the due date each month.

A non refundable Administration Fee of \$200 is payable by all Students. This Administration Fee covers the administrative cost of the course and course materials.

Course fees received by Indigo Medical & Dental Training Pty Ltd are not accessed and are maintained in an account until the Student commences the course. Refunds are available to Students in accordance with government guidelines and fair and proper standards.



***Helping You on Your Journey to
Become a Qualified
Human Resources Administrator***

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