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*Discover
yourself...*

WE SPECIALISE IN**NATIONALLY RECOGNISED CERTIFICATES**

- Certificate II in Business
 - Customer Contact
- Certificate III in Business
 - Administration
 - Customer Contact
 - Frontline Management
 - Recordkeeping
- Certificate IV in Business
 - Administration
 - Frontline Management
 - Human Resources
 - Marketing
 - Recordkeeping
 - Small Business Management

COMPUTER TRAINING

- Microsoft Office
- MYOB

PROFESSIONAL DEVELOPMENT

- It's Not Just a Job
- Exceptional Customer Service
- Telephone Etiquette
- Organisational Skills
- Winning Teams
- Communication in Business
- Excellence in Training
- Team Leadership

Discover us...

WHO ARE WE?

- Nationally Recognised Provider # 0653
- A division of the TOP Office Group of Companies
- Established 1989
- Queensland Owned Family Business

BSB41007**Certificate IV in Human Resources****TRAINING DELIVERY MODE**

E-Learning (online) / Correspondence

LENGTH OF STUDY

Maximum 12 months access to training program and support.

COURSE DESCRIPTION

This qualification reflects the role of individuals who work in a range of support positions in human resources management. In smaller companies they may work across all human resources functional areas and in larger companies they may be assigned responsibilities in units or business areas focussed on discrete human resources functions, such as remuneration, workforce planning or human resources information systems.

JOB ROLES

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

- Human Resources Officer
- Payroll Officer
- Recruitment Consultant

COURSE PRE-REQUISITES

- Evidence through either training or work experience of performance equivalent to Certificate III in Business.
- Some vocational experience in assisting human resources team leaders, supervisors or managers in their work but without formal human resource qualifications.
- Sufficient literacy, numeracy and computer skills to complete the course
- Access to an internet connection and computer

PATHWAYS FROM THE QUALIFICATION

After achieving the BSB41007 Certificate IV in Human Resources, candidates may undertake the BSB50607 Diploma of Human Resources Management, or a range of other Diploma qualifications.

UNITS OF COMPETENCY

Certificate IV in Human Resources requires completion of 10 units of competency to attain the qualification. They consist of:

- **Four core units** from **Human Resource Management** and **Workplace Relations** (listed below)
- **Three elective units** from the elective units listed on the following page
- The final **three elective units** may be selected from the remaining elective units listed on the following page or from another BSB07 Business Services Training Package. If not listed on the next page, one (1) unit may be selected from the BSB07 Certificate III qualification.

Human Resources Units

BSBHRM401A Review human resources functions

BSBHRM402A Recruit, select and induct staff

BSBHRM403A BSBHRM403A Support performance management process

Workplace Relations Units

BSBWKR410A Implement industrial relations procedures

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification:

<http://employabilityskills.training.com.au>

Learn to suit your lifestyle and work commitments...



BSB41007 Certificate IV in Human Resources

ELECTIVE UNITS

Customer Service

BSBCUS402A Address customer needs

Financial Administration

BSBFIA402A Report on financial activity

General Administration

BSBADM405B Organise meetings

BSBADM406B Organise business travel

Innovation

BSBINN301A Promote innovation in a team environment

Interpersonal Communication

BSBCMM401A Make a presentation

IT Analysis and Design

BSBITA401A Design databases

IT Use

BSBITU401A Design and develop complex text documents

BSBITU402A Develop and use complex spreadsheets

BSBITU404A Produce complex desktop published documents

Occupational Health and Safety

BSBOHS407A Monitor a safe workplace

Recordkeeping

BSBRKG404A Monitor and maintain records in an online environment

*Recruitment and Employment Services (units will be available on-line from August 2010)

BSBEMS401B Develop and implement business development strategies to expand client base

BSBEMS402B Develop and implement strategies to source and assess candidates

BSBEMS403B Develop and provide employment management services to candidates

BSBEMS404B Manage the recruitment process for client organisations

Relationship Management

BSBREL401A Establish networks

Research

BSBRES401A Analyse and present research information

Risk Management

BSBRSK401A Identify risk and apply risk management processes

Workplace Effectiveness

BSBWOR401A Establish effective workplace relationships

BSBWOR402A Promote team effectiveness

Writing

BSBWRT401A Write complex documents

Selecting Electives for Different Outcomes

The context for this qualification varies and this must guide the selection of elective units. Examples of appropriate elective units for particular outcomes follow.

Human Resources Officer

4 core units plus 6 elective units:

- BSBCMM401A Make a presentation
- BSBOHS407A Monitor a safe workplace
- BSBREL401A Establish networks
- BSBRES401A Analyse and present research information
- BSBWOR401A Establish effective workplace relationships
- BSBWRT401A Write complex documents

Payroll Officer

4 core units plus 6 elective units:

- BSBCUS402A Address customer needs
- BSBFIA302A Process payroll
- BSBFIA402A Report on financial activity
- BSBITA401A Design databases
- BSBITU402A Develop and use complex spreadsheets
- BSBRSK401A Identify risk and apply risk management processes

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