Australian Government

BSB41007 Certificate IV in Human Resources

Release 3

INDUSTRY SKILLS COUNCILS

Creating Australia's Future

BSB41007 Certificate IV in Human Resources

Modification History

Release	Comments
Release 3	New release of this Qualification with *BSB07 Business Services Training Package version 7.0*. BSBOHS elective unit updated with the BSBWHS unit and imported elective units updated with the most current equivalent.
Release 2	New release of this Qualification with *BSB07 Business Services Training Package version 6.0*. Outdated advice removed.
Release 1	Initial release of this Qualification.

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

- Human Resources Assistant
- Human Resources Officer
- Payroll Officer.

Pathways Information

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB30112 Certificate III in Business or other relevant qualification/s

OR

- with vocational experience in assisting human resources team leaders, supervisors or managers in their work but without formal human resource qualifications.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Administration Officer
- Executive Personal Assistant
- Human Resources Clerk
- Office Administrator
- Project Assistant.

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the qualification

After achieving this qualification candidates may undertake:

- BSB50607 Diploma of Human Resources Management.

Licensing/Regulatory Information

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
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

Packaging Rules

Total number of units = 10
4 core units *plus*
6 elective units

3 elective units must be selected from the elective units listed below.

The remaining **3 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below, **1 unit** may be selected from either a Certificate III or Diploma qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Core units
BSBHRM401A Review human resources functions
BSBHRM402A Recruit, select and induct staff
BSBHRM403A Support performance management process
BSBWRK410A Implement industrial relations procedures

Elective units
Customer Service
BSBCUS402B 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
Work Health and Safety
BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements
Recordkeeping
BSBRKG404A Monitor and maintain records in an online environment
Recruitment and Employment Services
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
Sustainability
BSBSUS301A Implement and monitor environmentally sustainable work practices
Workplace Effectiveness
BSBWOR401A Establish effective workplace relationships
BSBWOR402A Promote team effectiveness
Writing
BSBWRT401A Write complex documents