



Australian Government

BSB41013 Human Resources

Release 1

BSB41013 Certificate IV in Human Resources

Modification History

Release	Comments
Release 1	This version first released with <i>BSB07 Business Services Training Package Version 8.0</i> .

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 focused on discrete human resources functions, such as remuneration, workforce planning or human resources information systems.

Job roles

- Human resources assistant
- Human resources coordinator
- Human resources administrator
- 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 qualifications
- OR
- with relevant vocational experience.

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

- Administration officer
- Executive personal assistant
- Human resources clerk
- Human resources officer
- Office administrator
- Project assistant
- Recruitment officer.

Pathways from the qualification

- BSB50207 Diploma of Business
- BSB50613 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	<ul style="list-style-type: none">• using communication to develop and maintain effective work relationships and networks• using negotiation and conflict-management skills to resolve issues
Teamwork	<ul style="list-style-type: none">• actively encouraging consultation and cooperation on human resources initiatives• motivating, mentoring, coaching and developing staff
Problem-solving	<ul style="list-style-type: none">• identifying and analysing industrial relations issues and methods to attract job applicants• assisting managers to address performance-management issues• implementing processes to resolve issues raised by co-workers
Initiative and enterprise	<ul style="list-style-type: none">• seeking and valuing contributions to develop and refine new ideas and approaches
Planning and organising	<ul style="list-style-type: none">• gathering, organising and presenting workplace information• scheduling interviews and coordinating selection processes
Self-management	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• participating in professional networks and associations to obtain and maintain skills and knowledge
Technology	<ul style="list-style-type: none">• selecting and using a range of functions in a computer application• using business technology to produce reports

Packaging Rules

Total number of units = 10

6 core units *plus*

4 elective units, of which:

- at least 2 units must be from the elective units listed below
- up to 2 units may be from an accredited course or any endorsed Training Package at Certificate III level or above.

Elective units chosen must be relevant to the work outcome and industry context for human resources.

Core units

BSBHRM403B Support performance-management processes

BSBHRM404A Review human resources functions

BSBHRM405A Support the recruitment, selection and induction of staff

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

BSBWOR401A Establish effective workplace relationships

BSBWKR411A Support employee and industrial relations procedures

Elective units

BSBADM405B Organise meetings

BSBCMM401A Make a presentation

BSBCUS402B Address customer needs

BSBCUS403B Implement customer service standards

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

BSBFIA302A Process payroll

BSBFIA402A Report on financial activity

BSBINM401A Implement workplace information system

BSBINN301A Promote innovation in a team environment

BSBITU304A Produce spreadsheets

BSBITU401A Design and develop complex text documents

BSBITU402A Develop and use complex spreadsheets

BSBITU404A Produce complex desktop published documents

BSBLED401A Develop teams and individuals

BSBREL401A Establish networks

BSBRES401A Analyse and present research information

BSBRKG404A Monitor and maintain records in an online environment

BSBRSK401A Identify risk and apply risk management processes

BSBSUS301A Implement and monitor environmentally sustainable work practices

BSBWOR402A Promote team effectiveness

BSBWRT401 Write complex documents
TAEDEL301A Provide work skill instruction