BSB41013 Human Resources
BSB41013 Certificate IV in Human Resources

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
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<tbody>
<tr>
<td>Release 1</td>
<td>This version first released with BSB07 Business Services Training Package Version 8.0.</td>
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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.

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<thead>
<tr>
<th>Employability skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
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<tbody>
<tr>
<td>Communication</td>
<td>• using communication to develop and maintain effective work relationships and networks&lt;br&gt;• using negotiation and conflict-management skills to resolve issues</td>
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<tr>
<td>Teamwork</td>
<td>• actively encouraging consultation and cooperation on human resources initiatives&lt;br&gt;• motivating, mentoring, coaching and developing staff</td>
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<td>Problem-solving</td>
<td>• identifying and analysing industrial relations issues and methods to attract job applicants&lt;br&gt;• assisting managers to address performance-management issues&lt;br&gt;• implementing processes to resolve issues raised by co-workers</td>
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<tr>
<td>Initiative and enterprise</td>
<td>• seeking and valuing contributions to develop and refine new ideas and approaches</td>
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<tr>
<td>Planning and organising</td>
<td>• gathering, organising and presenting workplace information&lt;br&gt;• scheduling interviews and coordinating selection processes</td>
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<tr>
<td>Self-management</td>
<td>• ensuring that key tasks are undertaken to support organisational timeframes for human resources strategies, such as performance appraisal&lt;br&gt;• planning own work, including predicting consequences and identifying improvements</td>
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<tr>
<td>Learning</td>
<td>• participating in professional networks and associations to obtain and maintain skills and knowledge</td>
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<tr>
<td>Technology</td>
<td>• selecting and using a range of functions in a computer application&lt;br&gt;• using business technology to produce reports</td>
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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
BSBWRK411A 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