



Vocational Institute
of Australia

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First Choice for Vocational Education

BSB41007 Certificate IV in Human Resources

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

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

- Human Resources Assistant
- Human Resources Officer
- Payroll Officer

Prerequisite requirements

There are no prerequisite requirements for individual units of competency.

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.

Qualification Rules

A total number of 10 units are required to complete this qualification. They consist of:

- 4 Core Units
- 6 Elective units

At least **3** of the **elective units** must be selected from the elective units listed below. The other **3 elective units** may be selected from the remaining elective units listed below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. 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.

Units selected from other Training Packages must not duplicate units selected from or available within the Business Services Training Package.

Selecting Elective Units for Different Outcomes

The context for this qualification varies and this must guide the selection of elective units.

Core Units

Human Resource Management

BSBHRM401A Review human resources functions
BSBHRM402A Recruit, select and induct staff
BSBHRM403A Support performance management process

Workplace Relations

BSBWRK410A Implement industrial relations procedures

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 (Interpersonal communication)

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

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

Core Units	
Human Resource Management	
Element	Unit Descriptor
BSBHRM401A Review human resources functions	
<ol style="list-style-type: none"> 1. Research Human resource functions 2. Review policy and procedure frameworks 3. Apply ethical framework 4. Report on research outcomes 	<p>This unit describes the performance outcomes, skills and knowledge required to undertake research that supports work across a range of human resources functional areas.</p> <p>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.</p>
BSBHRM402A Recruit select and induct staff	
<ol style="list-style-type: none"> 1. Determine job descriptions 2. Plan for selection 3. Assess and select applicants 4. Appoint and induct successful candidate 	<p>This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle.</p>
BSBHRM403A Support performance management process	
<ol style="list-style-type: none"> 1. Review performance management infrastructure 2. Promote performance management systems 3. Collate performance management data 	<p>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.</p> <p>This unit does not address the line management responsibilities of performance management; this is addressed in BSBMGT502B Manage people performance.</p>
Workplace Relations	
BSBWRK410A Implement industrial relations procedures	
<ol style="list-style-type: none"> 1. Communicate and implement organisation's industrial relations policies and procedures 2. Assist in minimising industrial relations conflict 3. Enhance industrial relations 	<p>This unit describes the performance outcomes, skills and knowledge required to work with industrial relations policies and procedures.</p>

Elective Units	
Customer Service	
Element	Unit Descriptor
BSBCUS402A Address customer needs	
<ol style="list-style-type: none"> 1. Assist customer to articulate needs 2. Satisfy complex customer needs 3. Manage networks to ensure customer needs are addressed 	<p>This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed.</p>
Financial Administration	
BSBFIA402A Report on financial activity	
<ol style="list-style-type: none"> 1. Compile financial information and data 2. Prepare statutory requirement reports 3. Provide financial business recommendations 	<p>This unit describes the performance outcomes, skills and knowledge required to report financial activity for business both in response to client requests and to meet statutory requirements such as the completion of statutory requirement reports.</p>
General Administration	
BSBADM405B Organise meetings	
<ol style="list-style-type: none"> 1. Making meeting arrangements 2. Prepare documentation for meetings 3. Record and produce minutes of meeting 	<p>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.</p>
BSBADM406B Organise business travel	
<ol style="list-style-type: none"> 1. Organise business itinerary for domestic and overseas travel 2. Make travel arrangements 3. Arrange credit facilities 	<p>This unit describes the performance outcomes, skills and knowledge required to organise domestic and overseas business travel, including developing associated itineraries, booking travel and accommodation, preparing travel related documentation and making travel arrangements.</p>
Innovation	
BSBINN301A Promote innovation in a team environment	
<ol style="list-style-type: none"> 1. Create opportunities to maximise innovation within the team. 2. Organise and agree effective ways of working 3. Support and guide colleagues 4. Reflect on how the team is working 	<p>This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team.</p>
Interpersonal Communication	
BSBCMM401A Make a presentation	
<ol style="list-style-type: none"> 1. Prepare a presentation 2. Deliver a presentation 	<p>This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience.</p>

3. Review the presentation	
IT Analysis and Design	
Element	Unit Descriptor
BSBITA401A Design databases	
<ol style="list-style-type: none"> 1. Design database 2. Develop database 3. Develop queries, forms and reports 4. Test and finalise database 	This unit describes the performance outcomes, skills and knowledge required to design and develop a database (including queries, forms and reports) to meet a defined need using existing data.
IT Use	
BSBITU401A Design and develop complex text documents	
<ol style="list-style-type: none"> 1. Prepare to produce work processed documents 2. Design complex documents 3. Add complex tables and other data 4. Produce documents 	This unit describes the performance outcomes, skills and knowledge required to design and develop business documents using complex technical features of word processing software.
BSBITU402A Develop and use complex spreadsheets	
<ol style="list-style-type: none"> 1. Prepare to develop spreadsheet 2. Develop a linked spreadsheet solution 3. Automate and standardise spreadsheet operation 	This unit describes the performance outcomes, skills and knowledge required to use spreadsheet software to complete business tasks and to produce complex documents.
BSBITU404A Produce complex desktop published documents	
<ol style="list-style-type: none"> 1. Prepare to produce desktop published documents 2. Design desktop published documents 3. Create desktop published documents 4. Finalise desktop published documents 5. Produce desktop published documents 	This unit describes the performance outcomes, skills and knowledge required to design and produce complex desktop published documents.

Occupational Health and Safety	
BSBOHS407A Monitor a safe workplace	
<ol style="list-style-type: none"> 1. Provide information to the workgroup about OHS policies and procedures 2. Implement and monitor participative arrangements for the management of OHS 3. Implement and monitor the organisation's procedures for providing OHS training 4. Implement and monitor procedures for identifying hazards and assessing risks 5. Implement and monitor the organisation's procedures for controlling risks 6. Implement and monitor the organisation's procedures for maintaining OHS records for the team 	<p>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.</p> <p>This unit applies to employees with supervisory responsibilities for implementing and monitoring the organisation's OHS policies, procedures and programs in a work area.</p> <p>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.</p>
Recordkeeping	
BSBRKG404A Monitor and maintain records in an online environment	
<ol style="list-style-type: none"> 1. Confirm requirements for recordkeeping in an online environment 2. Identify and assess records for storage 3. Monitor and maintain business records in an online environment 	<p>This unit covers the identification and assessment of records for storage and the maintenance and monitoring of electronic business records.</p>
Recruitment and Employment Services	
BSBEMS401B Develop and implement business development strategies to expand client base	
<ol style="list-style-type: none"> 1. Develop strategies to identify potential clients 2. Initiate relationship with potential clients 3. Manage client relationship 4. Utilise networks to expand client base 	<p>This unit describes the performance outcomes, skills and knowledge required to develop and Implement prospecting strategies to expand the client base of organisations or enterprises seeking to employ individuals.</p>

Element	Unit Descriptor
BSBEMS402B Develop and implement strategies to source and assess candidates	
<ol style="list-style-type: none"> 1. Develop strategies to source candidates 2. Screen and interview potential candidates 3. Assess and select candidates 4. Manage candidate outcomes 	<p>This unit describes the performance outcomes, skills and knowledge required to develop and implement strategies to source candidates and to assess their suitability for available positions.</p>
BSBEMS403B Develop and provide employment management services to candidates	
<ol style="list-style-type: none"> 1. Develop strategies for the retention of candidates 2. Provide advice and support to candidates 3. Provide training solutions to candidates 4. Develop strategies for the ongoing management of candidates 	<p>This unit describes the performance outcomes, skills and knowledge required to provide employment services to candidates that assist in the retention and management of candidates by the organisation.</p>
BSBEMS 404B Manage the recruitment process for client organisations	
<ol style="list-style-type: none"> 1. Provide advice on recruitment strategy to client 2. Determine job specifications with clients 3. Manage recruitment process 4. Assess and select candidates 5. Refer candidates and complete placement process 	<p>This unit describes the performance outcomes, skills and knowledge required to develop and implement strategies to source and assess candidates for placement purposes.</p>
Relationship Management	
BSBREL401A Establish Networks	
<ol style="list-style-type: none"> 1. Develop and maintain business networks 2. Establish and maintain business relationships 3. Promote the relationship 	<p>This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers.</p>
Research	
BSBRES401A Analyse and present research information	
<ol style="list-style-type: none"> 1. Gather and organise information 2. Research and analyse information 3. Present information 	<p>This unit describes the performance outcomes, skills and knowledge required to gather, organise and present workplace information using available systems.</p>

Risk Management	
Element	Unit Descriptor
BSBRSK401A Identify risk and apply risk management processes	
<ol style="list-style-type: none"> 1. Identify risks 2. Analyse and evaluate risks 3. Treat risks 4. Monitor and review effectiveness of risk treatment/s 	<p>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.</p>
Workplace Effectiveness	
BSBWOR401A Establish effective workplace relationships	
<ol style="list-style-type: none"> 1. Collect, analyse and communicate information and ideas 2. Develop trust and confidence 3. Develop and maintain networks and relationships 4. Manage difficulties into positive outcomes. 	<p>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.</p>
BSBWOR402A Promote team effectiveness	
<ol style="list-style-type: none"> 1. Plan to achieve team outcomes 2. Develop team cohesion 3. Participate in and facilitate work team 4. Liaise with management 	<p>This unit describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation.</p>
BSBWRT401A Write complex documents	
<ol style="list-style-type: none"> 1. Plan documents 2. Draft text 3. Prepare final text 4. Produce document 	<p>This unit describes the performance outcomes, skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity.</p>