

BSB41015 Certificate IV in Human Resources



Qualification Outline Online

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The Purpose of the Qualification Outline

The purpose of this document is to provide a robust platform for the delivery and assessment of the BSB41015 Certificate IV in Human Resources completed via online delivery.

This is your training and assessment plan.

BSB41015 Certificate IV in Human Resources

About WISE EDUCATION GROUP

Wise Education is a national RTO delivering work based qualifications in partnership with local and national clients. We have been delivering in various sectors for over 7 years and hold a strong portfolio of participants.

Our products offerings include qualifications in the following industry sectors:

- Business
- Business Administration
- Sales
- Customer Engagement
- Work Health & Safety
- Hospitality
- Management
- Warehouse Operations
- Aged Care
- Child Care
- Disability Services
- Employment Services
- Education Support
- Volunteering Services
- Retail
- Record Keeping
- Marketing & Advertising
- Small Business Management
- Franchising
- Tourism & Events
- Accounting & Bookkeeping
- Project Management

As a Registered Training Organisation:

- * We provide flexible work based solutions for employers and staff
- * Have a strong team of trainers expertise
- * Have demonstrated knowledge in developing concepts for training regimes that reflect the industry needs
- * Have a strong account management structure
- * Have a sound internal working management system that ensures we commit to our promise
- * Have a culture that is built entirely on customer care
- * Have a Work Placement Scheme that supports most qualifications
- * Have logbooks that record your work placement activities and supports your practical learning

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| | <p>* Have available webinars which can be undertaken at any time as a recorded session or Live led by your trainer</p> |
| <p>The Need</p> | <p>General: There is a growing need for experienced, qualified human resource professionals across all industries. The BSB41015 Certificate IV in Human Resources is ideal for participants seeking a professional advantage in pursuing a career in human resources or requiring further development in a current role. In today's market often a business is provided with an edge simply by the level of staff they employ and develop. It is critical to all businesses that their leaders have sound knowledge on how to effectively manage staff as well as the background components of a business.</p> <p>From an industry perspective: Human resources personnel are employed into a role based on their sound product and industry knowledge. This is a guarantee of intimately knowing organisational processes and requirements. The development of these skills is an integral component to ensuring advertising personnel are highly equipped with the most appropriate skills and knowledge.</p> <p>From potential participants' perspective: Staff irrespective of the industry they are in, require training in order to undertake their roles effectively. They require internal on the job training and monitoring with the view of a training plan so they can also determine their job readiness. Staff also are looking to have these skills form part of a nationally recognised qualification so they can demonstrate their sound industry knowledge by way of an industry specific qualification. This strengthens their personal resume and provides a platform for determining their career path.</p> |
| <p>Target Market</p> | <p>This qualification is available to any person who is looking to enter into a business type role. These may include:</p> <ul style="list-style-type: none"> • Human resources assistant • Human resources coordinator • Human resources administrator • Human resources officer • Payroll officer <p>The Certificate IV qualifications are also funded in different states for consumers who are currently unemployed and wish to increase their job potentials. Ask your Wise Education Group Representative for more information.</p> |
| <p>Entry requirements</p> | <p>Training Package: No entry requirements specified</p> <p>Wise Education Requirements: Participants must be able to fulfil the following specific requirements:</p> <ul style="list-style-type: none"> • Pay your student qualification fee • Complete an enrolment form • Complete a language, literacy and numeracy test as part of the enrolment form • The enrolment form will be emailed and you must save it locally on your computer prior to completing the forms. They can be completed and filled in electronically or you can post directly to: <p>Wise Education Group PO Box 6252 Alexandria NSW 2015</p> |

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| | <ul style="list-style-type: none"> You will also be provided with a copy of the Qualification Outline and Participant Handbook. |
| Outcomes | <p>This program has been designed to equip participants at WISE EDUCATION GROUP (see target market) with the skills and experience required to work within an office environment. They will obtain the following skills and knowledge:</p> <ul style="list-style-type: none"> Sound knowledge of customer service implementation Sound knowledge of WHS Establishing networks Working in a team Promoting team effectiveness and innovation Supporting performance management Manage time effectively Review and support recruitment process Support employees and industrial relations procedures |
| Program overview | <p>The delivery and assessment of this program is completely online. All modules are allocated to the Learning Management System under the grouping of Human Resources. Participants will be allocated a maximum of 2 units of competency at a time.</p> |
| Delivery and Assessment | <p>The theory components are the first part of the online experience. You will undertake each of your modules allowing up to 8 hours completing the module and at least 4 hours for assessment completion. The learning module and assessment can be carried out over time and we recommend scheduling at least one module with assessment per month.</p> <p>At the conclusion of the module you will complete your assessment in a writable pdf document. Refer to the assessment section for instructions.</p> <p>The modules are made up of 2 components:</p> <ul style="list-style-type: none"> Learning Content The quiz, which are your assessment questions combined with My Project which are both free form text assessment. You will also need to substantiate your assessment with responses to case studies or scenarios that have a workplace context <p>You will flow to each component as you complete each section.</p> |
| Duration | <p>This program is a self-paced program and the only requirement is it is completed within a 12 month period.</p> <p>You will be allocated with 2 module and assessments at a time. Your Trainer/Assessor will monitor the completion of your assessments and mark these within 5 working days. You will receive an email notification of your competency.</p> <p>Once you have been deemed competent your Assessor will allocate the next unit for completion.</p> |
| Pre requisites | <p>There are no unit level pre requisites that participants must complete to enter this program.</p> |

| Packaging | To complete this qualification participant must complete a total of 10 units of competency as set out by the Training Package. This is to consist of 6 core unit and 4 elective units. | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------|--|-----------|------------|-----------|--|--|----------------------------------|-----------|---|-----------|--|---|--|-----------|--|----------------|-----------|--|-------------------|-----------|--------------------|-----------|-------------------------|-----------|--|
| Units | <p>WISE EDUCATION GROUP is able to deliver and assess the following units of competency.</p> <table border="1" data-bbox="392 416 1458 1061"> <thead> <tr> <th colspan="2">Core Unit</th> </tr> </thead> <tbody> <tr> <td>BSBHRM403</td> <td>Support performance-management processes</td> </tr> <tr> <td>BSBHRM404</td> <td>Review human resources functions</td> </tr> <tr> <td>BSBHRM405</td> <td>Support the recruitment, selection and induction of staff</td> </tr> <tr> <td>BSBWHS401</td> <td>Implement and monitor WHS policies, procedures and programs to meet legislative requirements</td> </tr> <tr> <td>BSBLDR402</td> <td>Lead effective workplace relationships</td> </tr> <tr> <td>BSBWKR411</td> <td>Support employee and industrial relations procedures</td> </tr> <tr> <th colspan="2">Elective units</th> </tr> <tr> <td>BSBADM405</td> <td>Organise meetings</td> </tr> <tr> <td>BSBREL401</td> <td>Establish networks</td> </tr> <tr> <td>BSBLDR403</td> <td>Lead team effectiveness</td> </tr> <tr> <td>BSBINN301</td> <td>Promote innovation in a team environment</td> </tr> </tbody> </table> | Core Unit | | BSBHRM403 | Support performance-management processes | BSBHRM404 | Review human resources functions | BSBHRM405 | Support the recruitment, selection and induction of staff | BSBWHS401 | Implement and monitor WHS policies, procedures and programs to meet legislative requirements | BSBLDR402 | Lead effective workplace relationships | BSBWKR411 | Support employee and industrial relations procedures | Elective units | | BSBADM405 | Organise meetings | BSBREL401 | Establish networks | BSBLDR403 | Lead team effectiveness | BSBINN301 | Promote innovation in a team environment |
| Core Unit | | | | | | | | | | | | | | | | | | | | | | | | | |
| BSBHRM403 | Support performance-management processes | | | | | | | | | | | | | | | | | | | | | | | | |
| BSBHRM404 | Review human resources functions | | | | | | | | | | | | | | | | | | | | | | | | |
| BSBHRM405 | Support the recruitment, selection and induction of staff | | | | | | | | | | | | | | | | | | | | | | | | |
| BSBWHS401 | Implement and monitor WHS policies, procedures and programs to meet legislative requirements | | | | | | | | | | | | | | | | | | | | | | | | |
| BSBLDR402 | Lead effective workplace relationships | | | | | | | | | | | | | | | | | | | | | | | | |
| BSBWKR411 | Support employee and industrial relations procedures | | | | | | | | | | | | | | | | | | | | | | | | |
| Elective units | | | | | | | | | | | | | | | | | | | | | | | | | |
| BSBADM405 | Organise meetings | | | | | | | | | | | | | | | | | | | | | | | | |
| BSBREL401 | Establish networks | | | | | | | | | | | | | | | | | | | | | | | | |
| BSBLDR403 | Lead team effectiveness | | | | | | | | | | | | | | | | | | | | | | | | |
| BSBINN301 | Promote innovation in a team environment | | | | | | | | | | | | | | | | | | | | | | | | |
| Delivery arrangements | <p>The delivery of this qualification will be completely online. Wise Education Group will support all participants by providing availability to an allocated Trainer/Assessor via phone or email support.</p> <p>In each of the learner's guides, workplace activities are provided to ensure that the appropriate learning is being undertaken.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| Sequencing | <p>The training plan for each participant will reflect the sequencing of delivery. Where appropriate, Wise Education Group will also establish a schedule of events and document these in the Wise Education Group Trainer Schedule.</p> <p>Your units of competency will be provided as follows:</p> <table border="1" data-bbox="411 1505 1385 1975"> <thead> <tr> <th>Code</th> <th>Unit Title</th> <th>Month</th> </tr> </thead> <tbody> <tr> <td>BSBHRM403</td> <td>Support performance-management processes</td> <td>Month 1</td> </tr> <tr> <td>BSBHRM404</td> <td>Review human resources functions</td> <td>Month 2</td> </tr> <tr> <td>BSBHRM405</td> <td>Support the recruitment, selection and induction of staff</td> <td>Month 3</td> </tr> <tr> <td>BSBWHS401</td> <td>Implement and monitor WHS policies, procedures and programs to meet legislative requirements</td> <td>Month 4</td> </tr> <tr> <td>BSBLDR402</td> <td>Lead effective workplace relationships</td> <td>Month 5</td> </tr> </tbody> </table> | Code | Unit Title | Month | BSBHRM403 | Support performance-management processes | Month 1 | BSBHRM404 | Review human resources functions | Month 2 | BSBHRM405 | Support the recruitment, selection and induction of staff | Month 3 | BSBWHS401 | Implement and monitor WHS policies, procedures and programs to meet legislative requirements | Month 4 | BSBLDR402 | Lead effective workplace relationships | Month 5 | | | | | | |
| Code | Unit Title | Month | | | | | | | | | | | | | | | | | | | | | | | |
| BSBHRM403 | Support performance-management processes | Month 1 | | | | | | | | | | | | | | | | | | | | | | | |
| BSBHRM404 | Review human resources functions | Month 2 | | | | | | | | | | | | | | | | | | | | | | | |
| BSBHRM405 | Support the recruitment, selection and induction of staff | Month 3 | | | | | | | | | | | | | | | | | | | | | | | |
| BSBWHS401 | Implement and monitor WHS policies, procedures and programs to meet legislative requirements | Month 4 | | | | | | | | | | | | | | | | | | | | | | | |
| BSBLDR402 | Lead effective workplace relationships | Month 5 | | | | | | | | | | | | | | | | | | | | | | | |

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| BSBWRK411A | Support employee and industrial relations procedures | Month 6 |
| BSBADM405 | Organise meetings | Month 7 |
| BSBREL401 | Establish networks | Month 8 |
| BSBLDR403 | Lead team effectiveness | Month 9 |
| BSBINN301 | Promote innovation in a team environment | Month 10 |

Work environment

Participants enrolled in this qualification are not required to have full access to a working environment. However your Trainer/ Assessor will work with you to identify local community organisations so you can fulfil volunteering activities to effectively support this program.

Assessment

There are three forms of assessment:

1. Questions which are free form text answers and also address the employability skill of problem solving
2. A project which is scenario based and will require free form text responses
3. A scenario or role play context that will require you to implement your learnt skills and knowledge (this will be part of the my project)

When you have completed the content for your learning unit you will be presented with the following screen.



The participant can either click on the My Quiz or My Project section to gain access to their Quiz or Project

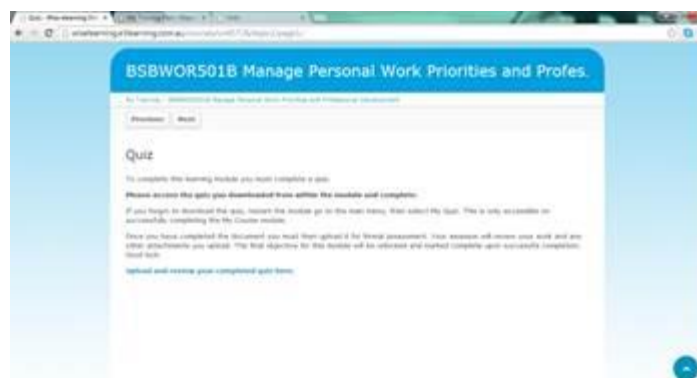
For My Quiz



Click on the assessment document to download and save to your computer.

Locate the file and complete the assessment by typing your answers in the space provided, then save the file and include your name as part of the file name to your computer.

Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section



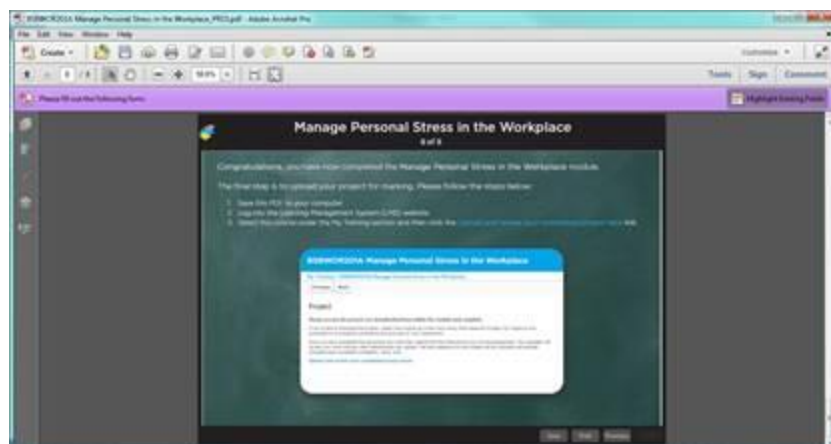
When you have completed the assessment and are ready to upload return to the Training screen and select the upload option.



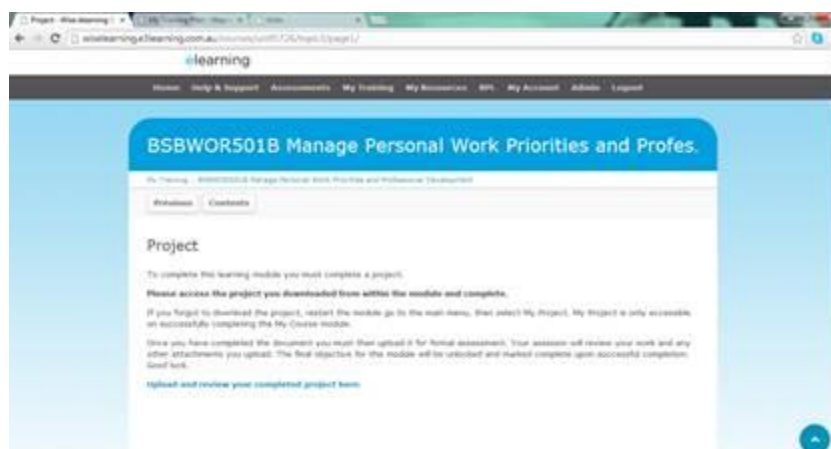
For My Project



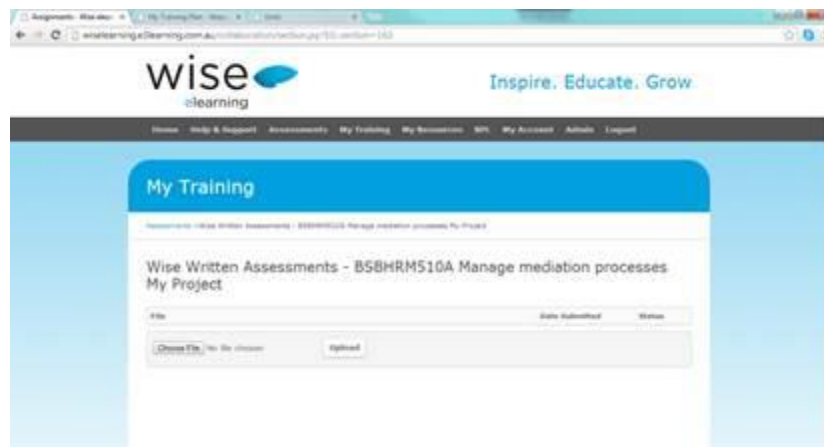
Click on the assessment document to download and save to your computer.
Locate the file and complete the assessment by typing your answers in the space provided, then save the file and include your name as part of the file name to your computer.



Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section



When you have completed the assessment and are ready to upload return to the Training screen and select the upload option.



RPL

All participants will be provided with the opportunity to undertake recognition of prior learning. They have the opportunity to apply for this process at enrolment and they will then be provided with the following information:

- RPL Application Kit
- RPL Evidence Guide

Wise Education Group also provides the Trainer/Assessors with a support guide to RPL.

Validation

Pre implementation

The assessment materials developed have been through a pre delivery validation process conducted by an industry and training and assessment expert from Wise Education Group and these are scheduled over a 5-year period. This process is a quality check to ensure that the assessments to be used met training package and industry requirements, ensured that the assessment was at the right level, and that appropriate and sufficient evidence would be gathered to inform assessor decisions regarding participant competency.

The outcomes of the assessment validation process were recorded in the Wise Education Group Validation Action Plan template.

Documents generated during this process included mapping documents showing the relationship between each cluster and the tools used to gather assessment evidence, updated assessment tools, and the records of assessment validation.

Post implementation

After a module has been delivered and assessed Wise Education Group will validate each set of assessment tools in line with the approach set out in the NQC Guide to Assessment Validation and Moderation. The outcome of this process will be documented in the Wise Education Group management system.

Wise Education Group has a Risk Validation tool that identifies our risk areas and these areas are rated for purpose of action. The risk validation sheet also boasts a validation schedule.

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| Resources | To adequately support the delivery of this qualification, Wise Education Group will provide the regulatory and legislative links to websites to satisfy units of competency. Your Trainer/ Assessor will also provide additional and appropriate research activities as part of your monthly catch up. |
| Facilities and Equipment | Access with the following facilities & equipment: <ul style="list-style-type: none"> • Business technology |
| Trainer Materials | <p>The following documents have been developed which describe the delivery and assessment of the qualification. The units of competency are in single unit format and also clustered specifically for clients.</p> <ul style="list-style-type: none"> • WISE EDUCATION GROUP Trainer Scheduling doc • Learners Guide with Facilitator notes for activities • Assessment Kit • Assessors Marking Guide • Mapping Guide <p>For more information on the delivery and assessment materials to be used by the trainer please refer to the central register: WISE EDUCATION GROUP Curriculum Resource and Development Plan.</p> |
| Student Materials | <p>The following documents have been developed which describe the delivery and assessment of the qualification. The units of competency are in single unit format and also clustered specifically for retail clients.</p> <ul style="list-style-type: none"> • WISE EDUCATION GROUP Trainer Scheduling doc • Training Log • Wise Education Group Learners Guide • Wise Education Group Assessment Kit |
| Other resources | <p>WISE EDUCATION GROUP provides additional resources to support the delivery. These include:</p> <ul style="list-style-type: none"> • Custom built in-house programs that address specific soft skills development • PowerPoint presentations • Online webinars • Review of training plans quarterly • Regular email and phone support • Live Chat • Skype meetings |
| Contextualisation or Customisation of Training Products | Wise Education Group will contextualise or customise the materials to meet the needs of the individual. |
| Trainer requirements | <p>To deliver this program WISE EDUCATION GROUP requires its trainers and assessors to:</p> <ul style="list-style-type: none"> • Hold a TAE40110 Certificate IV in Training and Assessment |

- Hold the qualification BSB41015 Certificate IV in Human Resources (or equivalent or a level higher)
- Have worked as a Trainer/Assessor professional within the last 12 months
- Have worked in the Business Industry for a minimum with a minimum of 3 years' experience
- Hold membership or that of a related industry body (updates from the Service Skills Industry)
- Have participated in specific professional development within the last 12 months; and
- Maintain their Industry Currency at least annually by attending 'Return to Industry' programs as set out in professional development plan
- Have undertaken training and assessment professional development within the last 12 months.

Trainer Allocation

Wise Education Group will allocate a single Trainer where appropriate to a client site. Where single or multiple trainers are required, we have set out the Trainer responsible for undertaking the units of competency as below:

| Unit Code | Unit Title | Trainer |
|-----------|--|---------------|
| BSBHRM403 | Support performance-management processes | Maggie Pearce |
| BSBHRM404 | Review human resources functions | Maggie Pearce |
| BSBHRM405 | Support the recruitment, selection and induction of staff | Maggie Pearce |
| BSBWHS401 | Implement and monitor WHS policies, procedures and programs to meet legislative requirements | Maggie Pearce |
| BSBLDR402 | Lead effective workplace relationships | Maggie Pearce |
| BSBWRK411 | Support employee and industrial relations procedures | Maggie Pearce |
| BSBADM405 | Organise meetings | Maggie Pearce |
| BSBREL401 | Establish networks | Maggie Pearce |
| BSBLDR403 | Lead team effectiveness | Maggie Pearce |
| BSBINN301 | Promote innovation in a team environment | Maggie Pearce |

Foundation skills

Foundation skills are embedded in Training Package units of competency. Foundation Skills Summaries record how the foundation skills are covered in every nationally endorsed qualification (source <http://www.training.gov.au>). Refer to the training package specific unit of competency to view the foundation skills summary for that unit.

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| Pathways | <p>Upon successful completion of this qualification, participants are able to continue their learning journey into:</p> <p>BSB50215 Diploma of Business</p> <p>BSB50615 Diploma of Human Resources Management</p> |
| Access & Equity | <p>Principles, practices and legislative requirements relating to equity, access, anti-discrimination and social justice will be addressed in all aspects of the implementation of the Learning and Assessment Strategies. Needs will be identified prior to students' commencing programs. Customised delivery and assessment strategies, including reasonable adjustment to meet client needs.</p> |
| Support Services | <p>Learning Support – LLN support (through initial analysis (LLN form) and feedback then follow up support where necessary); disability support services</p> <p>Student Support – Wise Account Manager and Wise Trainer</p> <p>Online Communication Strategy (see appendix at back of document) This is our commitment to maintaining your engagement and supporting you through the online modules within a 12 month period.</p> |
| Participant Progress | <p>WISE EDUCATION GROUP will upkeep the progress of all students within the Student Management System- JobReady You will receive regular emails from your Trainer at least fortnightly to check on your progress between delivery and assessment events.</p> |
| Participant Satisfaction | <p>Wise Education Group will periodically conduct random surveys with participants. At regular management meetings, Wise Education Group will analyse the feedback and implement any corrective actions.</p> |
| Your Commitment | <ul style="list-style-type: none"> • Actively participate in your modules • Liaise with your Trainer/Assessor to receive adequate support • Complete your models and assessment in a timely manner |

Appendix A

Online Training Communication Process

