

### TRAINING LED BUSINESS IMPROVEMENT

What does training mean for your business? The aim could be to: fill knowledge gaps; develop and improve processes; create greater job satisfaction and confidence; formalise development and career pathways; or as a strategy to retain talent. Perhaps all of these things, but what it really boils down to is business improvement. You want to see a return on investment, whether you are considering training for yourself, or your staff.

#### EFFECTIVE LEARNING

Our programs are designed to include workplace learning activity, and are based on the principles of “learning by doing”. Ideally, assessments will include information from the workplace including how skills and knowledge gained in the course are applied for immediate return on investment.

We encourage participants to work with their manager and co-workers to gain maximum benefit from their learning. This approach offers the opportunity for skills transfer beyond the individual participant, so other team members may also benefit.

#### MANAGING YOUR TIME AND ROI

Our programs are designed to be flexible and self-paced so that participants can undertake training at times suitable to both the participant and employer.

Course content is designed to be applied to the workplace immediately, so training need not create “down-time” and can be easily incorporated into your current work schedule.

In fact, immediate application is the best way to cement understanding, and ensure learning is effectively incorporated into the business.

#### PROGRAMS

- Certificate IV in Human Resources
- Certificate IV in Frontline Management

#### COURSE CONTENT

HR Coach Academy has developed our exclusive course content based on over 10 years research into the needs of the business sector.

The result is smart content that is based on real business needs, is easy to apply, and is designed to provide tangible results for both the participant and the business.

All courses are accredited under the Australian Qualification Framework (AQF) and are recognised nationally. Units are mapped to the national standard competencies.

#### BENEFITS OF TRAINING

Some of the benefits include:

#### WHAT MAKES HR COACH ACADEMY DIFFERENT?

We understand the needs of business. Our leading edge course content is carefully developed to meet those needs, and deliver the required skills outcomes. Course content has been approved by the HR Coach Research Institute, ensuring that it is 100% in line with the needs of Australian business.

Training is designed to deliver immediate ROI. We have stripped away all of the waste that is normally associated with training programs to ensure that training is relevant, practical, and offers an immediate return on investment.

Exclusive course content. HR Coach Academy is the only RTO licensed to provide training in the Certificate IV in Human Resources with course content based on the National Human Resources Framework (HRF101:2010).

*“HR Coach Academy has based all of its course content on the things that really matter in business. I’m gaining the skills I need and I can put them to use immediately.”*



**NATIONALLY RECOGNISED  
TRAINING**

For the Business	For the Participant
<ul style="list-style-type: none"> <li>• Valuable workplace improvements</li> <li>• Return on training investment</li> <li>• Competitive advantage</li> <li>• Employee retention and job satisfaction</li> <li>• On the job learning with no downtime</li> </ul>	<ul style="list-style-type: none"> <li>• Increased skills and knowledge</li> <li>• Nationally recognised qualification</li> <li>• Flexible, self paced delivery</li> <li>• Professional development</li> <li>• Expert trainer support and guidance</li> </ul>

## CERTIFICATE IV IN HUMAN RESOURCES (BSB41007)

**Practical training for:** Business Operators, Office Managers, Administrators, Department Managers, Payroll, Personal Assistants, anyone involved in implementing HR functions and planning.

Units of Competency		
Human Resource Management	BSBHRM401A BSBHRM402A BSBHRM403A	Review human resources functions Recruit, select and induct staff Support performance management process
Workplace Relations	BSBWRK410A	Implement industrial relations procedures
Workplace Effectiveness	BSBWOR402A	Promote team effectiveness
Risk Management	BSBWOR402A	Identify risk and apply risk management processes
Innovation	BSBINN301A	Promote innovation in a team environment
Occupational Health and Safety	BSBOHS407A	Monitor a safe workplace
Administration	BSBADM409A	Coordinate business resources
Management	BSBMGT401A	Show leadership in the workplace

## CERTIFICATE IV IN FRONTLINE MANAGEMENT (BSB40807)

**Practical training for:** Frontline Managers, Team Leaders, Supervisors, Department Managers, particularly beneficial for the first-time supervisor or supervisors without formal qualifications.

Units of Competency		
Management	BSBMGT401A BSBMGT402A	Show leadership in the workplace Implement operational plans
Workplace Effectiveness	BSBWOR402A	Promote team effectiveness
Customer Service	BSBCUS401A	Implement customer service standards
Human Resource Management	BSBHRM403A	Support performance management process
Workplace Relations	BSBWRK410A	Implement industrial relations procedures
Risk Management	BSBRSK401A	Identify risk and apply risk management processes
Innovation	BSBINN301A	Promote innovation in a team environment
Occupational Health and Safety	BSBOHS407A	Monitor a safe workplace
Administration	BSBADM409A	Coordinate business resources

### RESOURCES, SUPPORT AND ASSESSMENT

Participants are fully supported in their learning by comprehensive training materials, expert trainer assistance, and exclusive tools and resources including online tutorials. Assessments are competency-based, and ideally, assessments will include information from the participant's workplace. Government funding of up to \$4,000.00 may also be available to cover the cost of training.

### PREREQUISITES AND RECOGNITION OF PRIOR LEARNING (RPL)

There are no prerequisite requirements for this course. Participants will generally have some work experience or exposure to business processes.

HR Coach Academy has an RPL process. Please contact us for more information.

### ENROLMENT AND TIME COMMITMENT

Participants can enrol in HR Coach Academy courses and commence training at any time. Learning is self-directed, and it generally takes approximately 9 months to complete the assessments, including 3-5 hours of self directed study and assessment preparation per week. Participants may be able to complete the qualification in a shorter timeframe.

### WHAT NEXT?

To obtain a comprehensive course overview and enrolment form, please call **1300 550 674** or email [academy@hrcoach.com.au](mailto:academy@hrcoach.com.au) and a HR Coach Academy Course Advisor will be happy to assist.