



## **RECOGNITION OF PRIOR LEARNING (RPL)**

### **REQUEST FORM**

## **BSB40420 CERTIFICATE IV IN HUMAN RESOURCE MANAGEMENT**

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## BSB40420 Certificate IV in Human Resource Management

### Candidate information

Name of Candidate:		
Contact Number:		
Date of RPL Submission:		
Name of Assessor: (AHRI to complete)		
<b>Units of Competency</b>  Tick those topics for which you are applying for RPL.	<input type="checkbox"/> <i>Topic 1</i>	BSBLDR413 Lead effective workplace relationships
	<input type="checkbox"/> <i>Topic 2</i>	BSBHRM415 Coordinate recruitment and onboarding BSBWKR412 Support employee and industrial relations
	<input type="checkbox"/> <i>Topic 3</i>	BSBHRM413 Support the L&D of teams and individuals
	<input type="checkbox"/> <i>Topic 4</i>	BSBHRM411 Administer performance development processes BSBPMG424 Apply project human resources management approaches BSBTEC404 Lead difficult conversations
	<input type="checkbox"/> <i>Topic 5</i>	BSBOPS405 Organise business meetings BSBTEC404 Use digital technologies to collaborate in a work environment
	<input type="checkbox"/> <i>Topic 6</i>	BSBWHS411 Implement and monitor WHS policies, procedures and programs BSBHRM531 Coordinate Health and wellness programs
	<input type="checkbox"/> <i>Topic 7</i>	BSBHRM417 Support Human Resources functions and processes

## What is RPL?

Recognition of Prior Learning (RPL) is defined in the Australian Qualifications Framework (AQF) as:

*... assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.*

That is, RPL is the process by which a person's existing skills, knowledge and experience gained throughout life, regardless of how they have been acquired, are recognised towards the achievement of a nationally recognised qualification or statement of attainment.

An AHRI qualified assessor will assess your skills and knowledge aligned to the relevant BSB40420 Certificate IV in Human Resource Management unit/s of competency using:

- Part A: Information and work samples you have provided against the relevant unit of competency elements
- Part B: Your responses to knowledge questions.

## The Application Process

RPL applications and supporting documents (i.e. portfolio of evidence) must be submitted prior to the enrolment close date for each study intake. This will allow for either RPL being granted and/or enrolment in the relevant topic/s.

1. Candidate informs AHRI of intent to apply for RPL by downloading an **RPL Request Form** and returning the completed form to [studentsupport@ahri.com.au](mailto:studentsupport@ahri.com.au)
2. AHRI provides candidate with a copy of the **RPL Candidate Guide** and **RPL Application** which contains information regarding the written responses and the range and types of evidence the candidate must provide.
3. Student completes the **RPL Application** and gathers their portfolio of evidence to demonstrate competence in the relevant topics and submits it to assessor, making the necessary payment (see RPL Costs) to AHRI.
4. AHRI assigns a qualified assessor to review evidence and conduct RPL assessment.
5. AHRI provides results of RPL assessment within 14 days, being either:
  - *RPL granted* – leading to issue of record of achievement or qualification or enrolment in remaining topics
  - *Further evidence required* - to demonstrate competency you will be given a maximum of 14 days to submit supplementary evidence. If you do not submit within this timeframe, it will result in RPL unsuccessful / not granted.
  - *RPL unsuccessful* - enrolment in relevant BSB40420 Certificate IV in Human Resources Management topic required to achieve competency.

## Completing your RPL application

You are required to provide written responses to the knowledge questions for each of the units of competency for which you are seeking RPL. In addition, you must provide supporting evidence. The information is usually presented in a portfolio, using the **RPL Candidate Guide** as a lead document. For each unit of competency within the topic, for which you are seeking RPL, you will be required to provide both written responses and supporting evidence.

You are required to provide a response to all questions related to the relevant unit of competency. An incomplete record may result in an invalid application. Please ensure that all supporting evidence is clearly identified with your name and the unit of competency code and title.

RPL can only be granted for whole topics – where a topic has multiple competencies within it – candidates must be able to demonstrate capability across all units of competency within that topic to achieve RPL.

## RPL Costs

Students may apply for RPL for any number of the 7 topics within the Certificate IV package but must be able to demonstrate sound knowledge and understanding of each competency that makes up the entire topic.

Where the RPL application is successful, students will be awarded a statement of attainment or enrolled into any remaining topics, the cost to be calculated individually by the Member & Student Support team.

RPL fees are calculated by unit of competency. Where multiple units of competency are embedded in a single topic, fees are bundled together, so a candidate pays for each unit of competency which they apply for.

- Topic 1 1 unit of competency AUD \$185
- Topic 2 2 units of competency AUD \$370
- Topic 3 1 unit of competency AUD \$185
- Topic 4 3 units of competency AUD \$555
- Topic 5 2 units of competency AUD \$370
- Topic 6 2 units of competency AUD \$370
- Topic 7 1 unit of competency AUD \$185

Where a student is required to complete additional units of competency, they are eligible to enrol in the remaining topics. A member of the Student Support team will assist in finalising the remaining costs and fees payable – depending on which mode (Virtual Workshop or Distance Mode) candidates choose to enrol in.

RPL fees are non-refundable. Where an application has been deemed unsuccessful, the candidate is required to enrol in the full Certificate IV course, with full course fees payable upon enrolment.

## Providing evidence for your RPL application

### Evidence requirements

Evidence is information that provides proof of competency. The term ‘evidence’ applies to anything that the candidate produces to verify their skills, knowledge and experience and must be matched to the performance and knowledge requirements of a unit of competency. It is the candidate’s responsibility to put together their evidence and provide the evidence to AHRI for assessment.

Evidence might be either:

Personal Information	<ul style="list-style-type: none"> <li>Resume, Position Description, Certificates / Qualifications, recognition of workplace achievement or individual work-related awards. Training or professional development records.</li> </ul>
Workplace Information	<ul style="list-style-type: none"> <li>Workplace records or forms. Sample emails, letters or business reports. Minutes of meetings, organisational policies, checklists or procedures that the candidate has been involved in developing or implementing. Performance Appraisals</li> </ul>
Third-Party Information	<ul style="list-style-type: none"> <li>Written references from supervisors and/or employers. Letters supporting verification of completed work. Published articles, client feedback or surveys.</li> </ul>

Please provide as much detail and as many examples as possible to support your submission. You will need to attach the supporting documents that validate and provide further evidence of your skills. Please note that collecting evidence and preparing your RPL application may take considerable time and effort.

On the following pages is an outline of the units of competency and assessment requirements outlined in the Certificate IV package. When completing the application form, candidates are required to provide written evidence for each performance criteria plus additional supporting evidence to demonstrate both knowledge and performance experience. Refer to the Candidate Guide for examples or for further general qualification and unit of competency information please refer to: [www.training.gov.au](http://www.training.gov.au)

### Currency of evidence

The Australian Skills Quality Authority (ASQA) outlines that ‘assessment evidence to be from the present or the very recent past’. Candidates must note that supporting evidence must not be more than 3 years old or must be able to demonstrate a continuum of application otherwise risk having their application denied.

### Verification of evidence

Any copies of original qualifications, certificates or documents you submit must be certified.

## Overview of Units of Competency

The BSB40420 Certificate IV in Human Resource Management qualification offered by the Australian Human Resources Institute consists of the following topics and units of competency:

Topic	Units of Competency	Core or Elective
Topic 1 – Business Driven Human Resources	BSBLDR413 Lead effective workplace relationships	Elective
Topic 2 – Recruitment and Workplace Relations	BSBHRM415 Coordinate recruitment and onboarding	Core
	BSBHRM412 Support employee and industrial relations	Core
Topic 3 – Building and Developing Talent	BSBHRM413 Support the L&D of teams and individuals	Core
Topic 4 – Managing Performance	BSBHRM411 Administer performance development processes	Core
	BSBPMG424 Apply project human resources management approaches	Elective
	BSBCMM412 Lead difficult conversations	Elective (Group A)
Topic 5 – Communicating in the digital workplace	BSBOPS405 Organise business meetings	Elective (Group B)
	BSBTEC404 Use digital technologies to collaborate in a work environment	Elective (Group B)
Topic 6 – Workplace Health and Safety	BSBWHS411 Implement and monitor WHS policies, procedures and programs	Core
	BSBHRM531 Coordinate health and wellness programs	Elective (Group A)
Topic 7 – Measuring Human Resources Effectiveness	BSBHRM417 Support human resource functions and processes	Core

For further information on AHRI qualification information please refer to: [www.ahri.com.au](http://www.ahri.com.au)

## Topic 1 - Business Driven Human Resources

Unit	BSBLDR413 Lead effective workplace relationships
<p>This unit describes the skills, knowledge and outcomes required to use leadership to promote team cohesion. It includes motivating, mentoring, coaching and developing the team and forming the bridge between the management of the organisation and team members.</p> <p>The unit applies to team leaders, supervisors and new or emerging managers where leadership plays a role in developing and maintaining effective workplace relationships. It applies in any industry or community context.</p>	
<p><b>Performance Evidence</b></p> <p>The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to contribute to, facilitate and monitor learning and development for at least one team and for at least one individual.</p> <p>In the course of the above, the candidate must:</p> <ul style="list-style-type: none"> <li>• collect data on team and individual and team development needs</li> <li>• collaboratively develop learning plans to match skill needs of individuals and groups</li> <li>• coordinate learning opportunities</li> <li>• give and receive feedback during the implementation of learning plans</li> <li>• monitor and review workplace learning plan implementation plans.</li> </ul> <p><b>Knowledge Evidence</b></p> <p>The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:</p> <ul style="list-style-type: none"> <li>• facilitation techniques to support team development and improvement</li> <li>• organisational policies, plans and procedures for developing teams</li> <li>• career paths and competency standards relevant to the industry</li> <li>• key sources of information relevant to inform development needs</li> <li>• key features of learning and development methods.</li> </ul>	



## Topic 2: Recruitment and Workplace Relations

Unit	BSBHRM415 Coordinate recruitment and onboarding
<p>This unit describes the skills and knowledge required to develop and implement strategies to source candidates and to assess their suitability for available positions. The unit applies to individuals working in a human resources job role, as well as those for whom recruitment and onboarding are part of their broader duties.</p>	
<p><b>Performance Evidence</b></p> <p>The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to coordinate the recruitment and onboarding of two candidates.</p> <p>In the course of the above, the candidate must:</p> <ul style="list-style-type: none"> <li>• demonstrate the process for screening and interviewing a candidate</li> <li>• communicate effectively with clients and successful and unsuccessful candidates</li> <li>• review job descriptions and use them to support sourcing, selecting and appointing suitable staff</li> <li>• consult with relevant stakeholders to gain approvals</li> <li>• develop selection criteria and interview questions in consultation with relevant stakeholders</li> <li>• obtain referees’ reports and provide a written report or demonstration of an assessment of a candidate’s skills and recommendation</li> <li>• secure preferred candidate’s agreement and provide an employment contract.</li> </ul> <p><b>Knowledge Evidence</b></p> <p>The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:</p> <ul style="list-style-type: none"> <li>• key provisions of relevant legislation, regulations, standards and codes of practice that affect employment agencies and organisation’s recruiting processes</li> <li>• common interview techniques and recruitment sourcing methods</li> <li>• common methods of attracting candidates</li> <li>• methods to assess and report on candidates; and strategies to provide feedback to candidates according to organisational procedures</li> </ul>	

## Unit

## BSBHRM412 Support employee and industrial relations

This unit describes the skills and knowledge required to communicate and implement employee relations (ER) and industrial relations (IR) policies and procedures to effectively represent organisations and employers.

The unit applies to individuals who work in support positions, assisting others in dealing with ER and IR conflicts and issues.

### *Performance Evidence*

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to prepare and support ER (employee relations) and IR (industrial relations) processes for an organisation or work area, on at least two occasions.

In the course of the above, the candidate must:

- locate information required to identify relevant legislation, agreements, policies and procedures
- use effective communication techniques to support the resolution of simple workplace grievances and conflicts
- provide accurate written and oral advice about industrial matters
- use strategies to monitor and gather feedback on the implementation of industrial relations policies and procedures.

### *Knowledge Evidence*

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key aspects of ER and IR and application in the workplace
- relevant industrial relations policies and procedures
- key features of grievance resolution policy and procedures
- relevant legislation, codes of practice and national standards
- relevant state/territory and federal industrial relations systems
- key sources of expert advice relevant to performance evidence.

## Topic 3: Building and Developing Talent

Unit	BSBHRM413 Support the L&D of teams and individuals
<p>This unit describes the skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.</p> <p>The unit applies to individuals with a broad knowledge of learning and development who apply their skills in addressing development needs to meet team objectives. They may have responsibility to provide guidance or to delegate aspects of tasks to other</p>	
<p><b>Performance Evidence</b></p> <p>The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to contribute to, facilitate and monitor learning and development for at least one team and for at least one individual.</p> <p>In the course of the above, the candidate must:</p> <ul style="list-style-type: none"> <li>• collect data on team and individual and team development needs</li> <li>• collaboratively develop learning plans to match skill needs of individuals and groups</li> <li>• coordinate learning opportunities</li> <li>• give and receive feedback during the implementation of learning plans</li> <li>• monitor and review workplace learning plan implementation plans.</li> </ul> <p><b>Knowledge Evidence</b></p> <p>The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:</p> <ul style="list-style-type: none"> <li>• facilitation techniques to support team development and improvement</li> <li>• organisational policies, plans and procedures for developing teams</li> <li>• career paths and competency standards relevant to the industry</li> <li>• key sources of information relevant to inform development needs</li> <li>• key features of learning and development methods.</li> </ul>	

## Topic 4: Managing Performance

Unit	BSBHRM411 Administer performance development processes
<p>This unit describes the skills and knowledge required to assist in the effective implementation of a performance development system and to facilitate employee performance.</p> <p>The unit applies to human resource officers, or people in similar roles, who work under the direction of a human resource manager</p>	
<p><b>Performance Evidence</b></p> <p>The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to promote the implementation of one performance development system for an organisation or work area.</p> <p>In the course of the above, the candidate must:</p> <ul style="list-style-type: none"> <li>• provide advice and information to employees on the benefits of effective performance management, and how it links with performance development</li> <li>• review the performance development system</li> <li>• make recommendations for improvement</li> <li>• analyse the strengths and weaknesses of the performance development system.</li> </ul>	
<p><b>Knowledge Evidence</b></p> <p>The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:</p> <ul style="list-style-type: none"> <li>• key elements and purposes of performance development processes, and their contribution to organisational objectives and the human resource cycle</li> <li>• strengths and weaknesses of a performance development system</li> <li>• rewards and incentives schemes</li> <li>• strategies to provide feedback and training in relation to the performance development system</li> <li>• warning systems and grievance procedures</li> <li>• mechanisms to collect and analyse data to review performance development system.</li> </ul>	

Unit	BSBPMG424 Apply project human resources management approaches
<p>This unit describes the skills and knowledge required to assist with aspects of human resources management of a project. It involves establishing human resource requirements, identifying and facilitating the learning and development needs of people working on the project and resolving conflict in the team. The unit applies to individuals who are project practitioners working in a project support role.</p>	
<p><b>Performance Evidence</b></p> <p>The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to support project managers and other team members to apply project human resources management techniques during at least two different projects.</p> <p>In the course of the above, the candidate must:</p> <ul style="list-style-type: none"> <li>• construct effective methods for monitoring roles, responsibilities and performance in projects</li> <li>• demonstrate methods for providing feedback on performance and improving performance of project team members</li> <li>• communicate information and ideas to others in a logical, concise and understandable manner</li> <li>• undertake work in a multi-disciplinary environment according to established human resource management practices, plans, guidelines and procedures.</li> </ul> <p><b>Knowledge Evidence</b></p> <p>The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:</p> <ul style="list-style-type: none"> <li>• project personnel engagement options</li> <li>• job design principles and work breakdown structures</li> <li>• learning and development approaches that can be incorporated into project life cycle</li> <li>• methods for skills analysis</li> <li>• project roles, responsibilities and reporting requirements for human resources</li> <li>• styles and methods of communication according to organisational standards, group expectations and desired outcomes</li> <li>• conflict resolution strategies</li> <li>• stakeholder engagement styles.</li> </ul>	

Unit	BSBCMM412 Lead difficult conversations
<p>This unit describes the skills and knowledge required to prepare, facilitate and lead difficult conversations.</p> <p>The unit applies to individuals who may work as managers and leaders, and are required to lead difficult conversations in the workplace. They contribute well developed verbal and relationship building skills in having difficult conversations.</p>	
<p><b>Performance Evidence</b></p> <p>The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to lead at least two difficult conversations in the workplace.</p> <p>In the course of the above, the candidate must:</p> <ul style="list-style-type: none"><li>• adapt delivery style and tone according to the mood of the conversation</li><li>• understand and react to relevant personnel using conviction and empathy.</li></ul> <p><b>Knowledge Evidence</b></p> <p>The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:</p> <ul style="list-style-type: none"><li>• legislation, standards and codes of practice relating to workplace communication</li><li>• workplace policies and procedures relevant to communication</li><li>• communication styles</li><li>• delivery styles, tones and techniques of communication, including:<ul style="list-style-type: none"><li>○ verbal and non-verbal communication</li><li>○ conviction and empathy</li></ul></li><li>• common support services.</li></ul>	

## Topic 5 - Communicating in the digital workplace

Unit	BSBOPS405 Organise business meetings
<p>This unit describes the skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation.</p> <p>The unit applies to those employed in a range of work environments who are required to organise a variety of business meetings. They may provide administrative support within an enterprise or have responsibility for these tasks in the context of a particular team, workgroup or project.</p>	
<p><b>Performance Evidence</b></p> <p>The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• organise business meetings, prepare agenda and take notes on at least two occasions.</li> </ul> <p><b>Knowledge Evidence</b></p> <p>The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:</p> <ul style="list-style-type: none"> <li>• relevant communication techniques</li> <li>• common formats for agendas and minutes</li> <li>• organisational policies and procedures relating to facilitation of meetings, including</li> <li>• meeting quorums</li> <li>• required notice periods</li> <li>• meeting resolutions and storage of minutes.</li> </ul>	

## Unit

## BSBTEC404 Use digital technologies to collaborate in a work environment

This unit describes the skills and knowledge required to understand the fundamentals of using digital technologies to collaborate in a workplace context, including working as part of a remote team. It involves undertaking a basic review of organisational processes to identify opportunities for using digital technologies to complete work tasks more efficiently and effectively.

The unit applies to those who use problem-solving skills and take responsibility for adopting and promoting approaches to improve organisational operations, particularly relating to the use of digital technologies.

### *Performance Evidence*

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to plan and implement use of digital technology to collaborate in a work environment at least once.

In the course of the above, the candidate must:

- review business use of technology for collaboration and identify opportunities, priorities and risks associated with adopting new technologies according to organisational strategies
- collect, analyse and present relevant information about digital applications
- create and present a business case to relevant stakeholders for adopting new collaborative digital technologies
- develop and communicate a plan to implement new ways of working collaboratively using digital technologies.

### *Knowledge Evidence*

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- fundamentals of common digital applications, including key terms, concepts and user features
- organisational requirements, policies and procedures
- collaborative technologies and their use in a business context
- format and content of a business case in the organisation
- strategies for training and coaching in digital technologies
- organisational commercial strategy relevant to digital technologies
- key sources of information about digital applications, and options specific to the business.



## Topic 6 - Workplace Health and Safety

Unit	BSBWHS411 Implement and monitor WHS policies, procedures and programs
<p>This unit describes the skills and knowledge required to implement and monitor an organisation’s work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.</p> <p>The unit applies to those with supervisory responsibilities in a work area who have a broad knowledge of WHS policies and contribute well-developed skills in creating solutions to 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>	
<p><b>Performance Evidence</b></p> <p>The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to plan and implement use of digital technology to collaborate in a work environment at least once.</p> <p>In the course of the above, the candidate must:</p> <ul style="list-style-type: none"> <li>• review business use of technology for collaboration and identify opportunities, priorities and risks associated with adopting new technologies according to organisational strategies</li> <li>• collect, analyse and present relevant information about digital applications</li> <li>• create and present a business case to relevant stakeholders for adopting new collaborative digital technologies</li> <li>• develop and communicate a plan to implement new ways of working collaboratively using digital technologies.</li> </ul> <p><b>Knowledge Evidence</b></p> <p>The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:</p> <ul style="list-style-type: none"> <li>• fundamentals of common digital applications, including key terms, concepts and user features</li> <li>• organisational requirements, policies and procedures</li> <li>• collaborative technologies and their use in a business context</li> <li>• format and content of a business case in the organisation</li> <li>• strategies for training and coaching in digital technologies</li> <li>• organisational commercial strategy relevant to digital technologies</li> <li>• key sources of information about digital applications, and options specific to the business.</li> </ul>	

Unit	BSBHRM531 Coordinate health and wellness programs
<p>This unit describes the skills and knowledge required to coordinate programs with a health and wellbeing focus. The unit addresses coordination of the range of programs that would typically be associated with health and wellbeing such as stress management, smoking cessation, exercise and Employee Assistance Programs (EAPs).</p> <p>The unit applies to individuals who take responsibility for managing staff health and wellness programs or activities.</p>	
<p><b>Performance Evidence</b></p> <p>The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to plan, implement and coordinate a health and wellness program for an organisation or work area.</p> <p>In the course of the above, the candidate must:</p> <ul style="list-style-type: none"> <li>• collaboratively develop an overall program management plan</li> <li>• prepare policy documents</li> <li>• coordinate required support to relevant stakeholders</li> <li>• evaluate implementation and incorporate evaluation outcomes into organisational strategies.</li> </ul> <p><b>Knowledge Evidence</b></p> <p>The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:</p> <ul style="list-style-type: none"> <li>• key features of a range of employee health issues and options for improving health outcomes</li> <li>• sources of specialist advice</li> <li>• key steps to create a program management plan</li> <li>• communications and marketing strategies for health and wellness programs</li> <li>• methods for monitoring and evaluating program progress and impact.</li> </ul>	

## Topic 7 – Measuring Human Resources Effectiveness

Unit	BSBHRM417 Support human resource functions and processes
<p>This unit describes the skills and knowledge required to support work across a range of human resource functional areas.</p> <p>The unit applies to individuals who require a broad understanding of human resource functions, associated policy frameworks and the administrative requirements to support these functions and policies.</p>	
<p><b>Performance Evidence</b></p> <p>The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to on at least two occasions, support key human resource functions and/or processes for an organisation or work area.</p> <p>In the course of the above, the candidate must:</p> <ul style="list-style-type: none"> <li>• use appropriate technology to collect and analyse workforce data.</li> </ul> <p><b>Knowledge Evidence</b></p> <p>The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:</p> <ul style="list-style-type: none"> <li>• key provisions of legal and compliance requirements that apply to the organisation</li> <li>• relevant organisational policies and procedures</li> <li>• relevant ethical parameters</li> <li>• key features of information technology used to analyse human resource metrics</li> <li>• roles and responsibilities of human resource practitioners</li> <li>• types of human resources networks including local, state or territory, national and international.</li> </ul>	