



BSB40420 CERTIFICATE IV IN HUMAN RESOURCE MANAGEMENT

PROGRAM INFORMATION GUIDE 2023

9-month program (Virtual Workshop or Distance learning)



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About BSB40420 Certificate IV in Human Resource Management

The nationally accredited BSB40420 Certificate IV in Human Resource Management program offered by AHRI covers essential HR knowledge and skills to further your career in human resources. The program covers contemporary HR and people management and takes a practical approach to a range of HR functions drawing upon case studies and student on-the-job experience. The course is ideal for:

- Aspiring HR professionals seeking the foundational skillset to start their career
- HR professionals looking to expand their capabilities
- Administrative staff responsible for HR functions within their workplace

Program pre-requisites

There are no pre-requisites for entry into the BSB40420 Certificate IV in Human Resource Management program. However, if you are not currently working in an HR-related role, AHRI strongly encourages you to study via virtual workshop delivery to ensure maximum opportunity for learning and skills development.

Program Information

Course topics and units of competency

The AHRI BSB40420 Certificate IV in Human Resource Management program consists of seven (7) topics aligned to the following units of competency. A total of twelve (12) units of competency are addressed in the Certificate IV in HRM program, comprising of six (6) core units and six (6) elective units.

Please refer to www.training.gov.au to access the following units of competency in full.

Topic of Study	Unit Code	Unit Type	Unit of Competency Title
Topic 1: Business Driven Human Resources	BSBLDR413	Elective	Lead effective workplace relationships
	BSBHRM415	Core	Coordinate recruitment and onboarding
Topic 2: Recruitment and Workplace Relations	BSBHRM412	Core	Support employee and industrial relations
	BSBHRM413	Core	Support the L&D of teams and individuals
Topic 3: Building and Developing Talent	BSBHRM411	Core	Administer performance development processes

Topic of Study	Unit Code	Unit Type	Unit of Competency Title
Topic 4: Performance Management	BSBCMM412	Elective	Lead difficult conversations
	BSBPMG424	Elective	Apply project human resources management approaches
Topic 5: Communicating in the digital workplace	BSBTEC404	Elective	Use digital technologies to collaborate in a work environment
	BSBOPS405	Elective	Organise business meetings
Topic 6: Workplace Health and Safety	BSBWHS411	Core	Implement and monitor WHS policies, procedures and programs
	BSBHRM531	Elective	Coordinate Health and Wellness Programs
Topic 7: Measuring HR Effectiveness	BSBHRM417	Core	Support human resources functions and processes

Topic overviews

Topic 1: Business Driven Human Resources

The topic introduces the human resource function and shows how it fits within the organisational structure. It provides an understanding of how human resource management must deliver on the goals and objectives of the organisation and how internal and external relationships are critical to successful management of human resources.

Topic 2: Recruitment and Workplace Relations

Topic 2 covers the essential elements of employment practice – from recruitment through to retirement – including current legislation that underpins that practice. It demonstrates how to effectively integrate the processes of sourcing, recruiting, selecting, and onboarding the best candidates to achieve business goals. It will focus on how to manage the employment relationship to increase retention and ensure that the process of dismissal is conducted in a fair, respectful, and legally compliant manner.

Topic 3: Building and Developing Talent

Topic 3 addresses the performance outcomes, skills and knowledge required to determine individual and team development needs and to facilitate the development of the work group. Learn to identify the link between employee retention rates and having the 'right' development and training opportunities in place within your organisation. This subject introduces HR tools and resources that help drive the development and retention of employees in the workplace.

Topic 4: Performance Management

Topic 4 examines the performance outcomes, skills and knowledge required to assist in the effective implementation of a performance management system and to facilitate employee performance. The topic reviews how business performance indicators provide the context for performance appraisal, coaching and mentoring for individual performance. Participants will examine the role of managers in the implementation and success of performance management systems and processes. An overview of the performance appraisal process and performance management tips will be provided. The topic explores engaging different stakeholder, including how to have difficult conversations.

Topic 5: Communicating in the digital workplace

This topic addresses the performance outcomes, skills and knowledge required to use digital technologies to collaborate in the workplace, including working as part of a remote team. It covers the essential elements of analysing and introducing digital technologies into the workplace to support collaboration. This includes exploring job design and how different roles in an organisation require collaboration then analysing how tools can support this collaboration. This topic focuses on deciding on new tools to introduce and implementing these within an organisation, including processes, documentation and engagement activities used in the workplace.

Topic 6: Workplace Health, Safety & Wellness

Topic 6 addresses the performance outcomes, skills and knowledge required to implement and monitor the organisation's work health and safety (WHS) (also known as occupational health and safety or OHS) policies, procedures, and programs in the relevant work area to meet legislative requirements. This topic also covers the skills and knowledge required to coordinate programs with a health and wellbeing focus. It addresses researching employee health issues, planning, and evaluating a range of programs associated with the health and wellbeing of employees within an organisation.

Topic 7: Measuring HR Effectiveness

The final topic of the program focuses on how to position and present HR initiatives in a way that prove the true value of human resource management (HRM) projects in relation to organisational strategy. It offers methods of researching, developing, and presenting a business case, and gaining endorsement of management and other stakeholders with respect to HR initiatives.

Program duration and delivery

The AHRI BSB40420 Certificate IV in Human Resource Management program is available part-time via Virtual Workshop or Distance delivery modes over a study period of 9 months. AHRI recommends 12-14 hours of study time per week for the duration of each topic of study, inclusive of time spent at virtual workshops.

2023 key dates

The table below lists the key enrolment and course dates for the 2023 program intakes.

Intakes	Duration	Enrolments close	Course commencement	Course completion
Intake 1, 2023	9 months	6 Feb 2023	6 Mar 2023	4 Dec 2023
Intake 2, 2023	9 months	19 June 2023	17 July 2023	6 May 2024

Study Options

Study option 1: Virtual Workshop delivery

Students who choose to complete their studies via Virtual Workshop delivery are required to attend a total of seven (7) full-day virtual workshops. The virtual workshops are designed to deliver the content of the program topics in an environment where peer discussion takes place. Virtual workshops provide the opportunity for interactive learning, and they are an ideal way to form new professional networks.

Virtual workshops align sequentially to the topics of study, where each topic runs for a minimum of 4 and maximum of 6 weeks between topic commencement and assessment submission.

Places for Virtual Workshop delivery are limited.

Virtual Workshop platforms and times

AHRI offers Virtual Workshop delivery mode in each Australian capital city when sufficient enrolment numbers are met. Virtual workshops run from approx. 9:00am to 5:00pm (AEST/AEDT) and are hosted online, via platforms such as [Zoom](#) conferencing. Details will be advised prior commencement of the program. At a minimum, an up-to-date computer operating system, a reliable internet connection and a web browser are required to participate in a virtual workshop.

Virtual Workshop facilitation/delivery

AHRI's Virtual Workshops are delivered by qualified and experienced Academic Coordinators (AC). They are experts in human resources and have been selected based on their training skills, qualifications, and

practical human resources experience. Students studying via virtual workshop normally have the same Academic Coordinators (AC) throughout the course. However, from time to time, there may be instances where a different facilitator conducts one or more of the virtual workshops.

What is included in Virtual Workshop delivery?

Learning and assessment materials	Digital course handbook, topic workbooks, assessment tasks and supporting learning material.
Academic Coordinator support	Academic support for the topic learning and assessments is provided by your dedicated Academic Coordinator. Your Academic Coordinator is an experienced HR practitioner who provides you with support throughout the study period and answers any learning and assessment questions you may have.
Workshops	Seven (7) Academic Coordinator led virtual workshop session delivered by the Academic Coordinator to discuss topic content and assessments.
AHRI Student Support	Access to the AHRI Student Support team to assist with any course administration issues.
AHRI student portal	Access to an online student portal which will include online course material, supporting material, access to Academic Coordinators and interactive conversations with other students.

Will I need to do additional study outside of virtual workshop hours?

Yes. Students studying via virtual workshop learning must also complete additional reading and learning outside of the virtual workshops. As well as their reading, students must complete the assessment tasks in their own time. AHRI recommends approx. 12-14 hours of study time per week for duration of each topic of study. Please note virtual workshop hours are inclusive for the recommended study time for that week.

What if I miss a virtual workshop?

If you have enrolled in virtual workshop delivery, missing a single workshop will not affect your ability to successfully complete all the assessment tasks; however, if necessary, you can contact your Academic Coordinator for further assistance. AHRI does not offer refunds if you do not attend a workshop.

Please note that if you do not attend a topic workshop and convert your mode of study to Distance learning, the difference in fee between Workshop delivery and Distance learning delivery will not be refunded.

2023 Virtual Workshop dates

Topic	Workshop dates (Intake 1)	Workshop dates (Intake 2)
AHRI Student Onboarding	27 Feb 2023	10 July 2023
Topic 1: Business driven HR	6 Mar 2023	17 July 2023
Topic 2: Recruitment & workplace relations	10 Apr 2023	21 Aug 2023
Topic 3: Building & developing talent	22 May 2023	2 Oct 2023
Topic 4: Performance management	26 Jun 2023	6 Nov 2023
Topic 5: Communicating in the Digital Workplace	14 Aug 2023	15 Jan 2024
Topic 6: Workplace health & safety	25 Sep 2023	26 Feb 2024
Topic 7: Measuring HR effectiveness	6 Nov 2023	8 Apr 2024

Note: The above Virtual Workshop dates are indicative and subject to change. The final dates will be confirmed a week prior to course commencement.

Study option 2: Distance delivery

Studying via distance is a popular option for those that are unable to be absent from work to attend the full-day virtual workshops. This form of independent study requires a self-motivated approach to studying. Students will take responsibility for their own learning process – using their initiative in researching, time management and understanding and applying links between theory and practice. Assessment due dates for are the same across both modes and units are undertaken in a sequential order.

Distance facilitation/delivery

Distance webinars are delivered by your dedicated Academic Coordinator (AC). They are experts in human resources and have been selected based on their training skills, qualifications, and practical human resources experience. Students studying via Distance mode normally have the same Academic Coordinator (AC) throughout the course. However, from time to time, there may be instances where a different facilitator conducts one or more of the webinars or check-in sessions.

What is included in Distance delivery?

Learning and assessment materials	Digital course handbook, topic workbooks, assessment tasks and supporting learning material.
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Academic Coordinator support	Academic support for the topic learning and assessments is provided by the virtual workshop facilitator (Academic Coordinator). Your Academic Coordinator is an experienced HR practitioner who provides you with support throughout the study period and answers any learning and assessment questions you may have.
Webinars	Seven (7) facilitator led virtual webinar sessions delivered by the Academic Coordinator to discuss topic content and assessments. Held at the beginning of each topic.
Virtual Check-Ins	Your Academic Coordinator will offer you the opportunity to attend a mid-topic check-in to ask questions about the content or assessments.
AHRI Student Support	Access to the AHRI Student Support team to assist with any course administration issues.
AHRI student portal	Access to an online student portal which will include online course material, supporting material, access to Academic Coordinators and interactive conversations with other students.

What if I miss a webinar?

If you have enrolled in Distance delivery, attendance at topic webinars is considered compulsory. If, for some reason, you cannot attend, it should not affect your ability to successfully complete all the assessment tasks. AHRI provides a recording of each topic webinar within 48 hours which is available for students via the Canvas portal.

Please note, should you wish to convert your mode of study from Distance to Virtual Workshop learning, you can make a request to Student Support team. Availability will depend on the places available in Virtual Workshop mode. The difference in fee between Workshop delivery and Distance learning will be calculated by Student Support and must be paid prior to your enrolment being amended.

2023 Distance dates

Topic	Webinar dates (Intake 1)	Webinar dates (Intake 2)
AHRI Student Onboarding	27 Feb 2023	10 July 2023
Topic 1: Business driven HR	6 Mar 2023	17 July 2023
Topic 2: Recruitment & workplace relations	10 Apr 2023	21 Aug 2023
Topic 3: Building & developing talent	22 May 2023	2 Oct 2023

Topic	Webinar dates (Intake 1)	Webinar dates (Intake 2)
Topic 4: Performance management	26 Jun 2023	6 Nov 2023
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Topic 6: Workplace health & safety	25 Sep 2023	26 Feb 2024
Topic 7: Measuring HR effectiveness	6 Nov 2023	8 Apr 2024

Course Enrolment and Administration Information

Enrolment

To enrol in the BSB40420 Certificate IV in Human Resource Management, visit the [Certificate IV in Human Resource Management](#) page on the AHRI website and navigate to the enrolment page. Comprehensive information regarding the enrolment process can be found at the above location.

Please read this information carefully.

Unique Student Identifier (USI) requirement

As a student intending to study nationally recognised training in Australia, you are required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

AHRI requires you to provide your USI details at the commencement of the course. Your USI will be used when issuing your certificate of completion.

If you do not have a USI, it's a free and simple process to obtain one. For further information and to create your USI visit the website www.usi.gov.au. Once the process is complete you will be instantly issued with your USI. **You will need to provide your USI as part of the enrolment process.**

Pre-course requirements

To ensure students receive the learning and assessment support and resources required, prior to course commencement, and once access to the student portal has been provided, students will be required to complete following tasks and upload them to the student portal:

- **Training Plan** – the training plan provides an outline and schedule of the learning and assessment that will occur as you complete the course
- **Language, Literacy and Numeracy (LLN) Task** - the task, to be completed by all students, provides AHRI with a preliminary assessment of your language, literacy and numeracy skills and will indicate any additional support needs you may have.
- **Workplace Supervisor Form** – completion of this form is applicable if you have access to a workplace during your study.

In addition to the above, prior to course commencement, students must read the AHRI Certificate IV in HRM **Course Handbook**. Detailed information about these pre-course requirements will be made available at course commencement.

Course fees

The following course fees are for enrolment in the full BSB40420 Certificate IV in Human Resource Management program (i.e., for all seven topics) – to be completed within 9 months.

Full course fees*

	Distance delivery (9 months)	Virtual Workshop delivery (9 months)
AHRI member (Affiliate minimum)	\$2,200	\$2,900
Non-member	\$2,800	\$3,400

**Note: Program fees published are subject to changes.*

AHRI course fees are paid up-front at the time of enrolment before the course enrolment close date. See '2023 key dates' table for relevant dates. If AHRI has not received payment by the course enrolment close date, your enrolment will be cancelled.

Course fees are not subject to the Australian Goods and Services Tax (GST) as this program is a GST-free education course. Payment must be made to AHRI in Australian Dollars (\$AUD) at the time of enrolment.

**Note: AHRI has in place an assurance that protects all pre-paid courses fees, as required by the Australian Quality Training Framework.*

Additional fees

Item	Description	Amount
Re-issue of Qualification/ Statement of Attainment	Student request for the reissue of a qualification / statement of attainment which has already been issued or provided	\$25.00

Resources – course textbook

The prescribed textbook that supports the course learning is not included in the course fees. Students are advised that they are required to purchase the following textbook prior to commencing the course (available via the link provided).

Item
Raymond J Stone (2020), <i>Human Resource Management</i> , 10 th Edition
Link to purchase either Digital or Print version: https://www.wileydirect.com.au/buy/human-resource-management-10th-edition/

AHRI membership

Becoming an AHRI member means you can access member only webinars, resources and information as well as receive discounts on AHRI events and training, including the Certificate IV in HRM, and participate in professional networking activities. To see the full range of AHRI member benefits, refer to the AHRI [Member Benefits page](#).

If you are not currently an AHRI member, you may wish to consider becoming a member as part of the enrolment process. AHRI offers an Affiliate membership for anyone with a people management responsibility, or a non-exclusive HR role. Visit our [website](#) for more information.

Course Deferral

Course deferral applies to a student who has secured a place in the course and who wishes to postpone the commencement of their studies.

Before you defer from the program

Before deferring from the program, please check the deferral fees and timelines in the Certificate IV in HRM Course Handbook and speak to your Academic Coordinator to discuss your options and to determine whether deferral is the most appropriate option.

Conditions of deferral

- A deferral will not be accepted until the deferral form has been received (this form is available in the AHRI student portal).
- AHRI membership fees are non-refundable.
- Program deferral is available for a maximum of up to one year.
- One deferral per enrolment is permitted.

Deferral timelines and fees

Timeline	Fees
Deferral before the enrolment close date	No fees payable – enrolment is deferred upon request.
Deferral between the enrolment close date and one week after the program commencement date	\$275 admin fee – enrolment is deferred upon receipt of payment.
Deferral from program week 2 onwards	Enrolment can no longer be deferred.

Course Withdrawal

Course withdrawal refers to the process of permanently withdrawing from the program.

Before you withdraw from the program

- Check the withdrawal fees and timelines in the program handbook.
- Speak to your Academic Coordinator to discuss your options and to ensure program withdrawal is the most appropriate option.
- Consider alternatives to program withdrawal outlined in the Course Handbook (e.g., deferral).

Conditions of withdrawal

- A withdrawal will not be accepted until the withdrawal form has been received (the form is available in the AHRI student portal).
- Should you wish to resume your studies after you have withdrawn from the program you will be required to re-enrol into a new program intake.
- A previously deferred student is not eligible for any refund.
- AHRI membership fees are non-refundable.
- Print textbooks and e-textbooks are non-refundable.

Withdrawal timelines and fees

Timeline	Refund
Withdrawal before the enrolment close date	Course fees are refunded in full.
Withdrawal between the enrolment close date and one week after the program commencement date	\$275 admin fee is retained by AHRI – any remaining course fees are refunded.
Withdrawal from program week 2 onwards	Course fees can no longer be refunded.

Student Study Support and Services

Access and equity

AHRI encourages people from all backgrounds, abilities and needs to participate in its training and education programs. AHRI is committed to providing training and assessment services that are responsive to the diverse needs of individuals and enabling equal opportunity to all students to develop their skills and achieve their vocational outcomes. AHRI's policies and procedures ensure learning support is available to meet the individual needs of students and that alternative arrangements for assessment are available where required.

Reasonable adjustment

Reasonable adjustment to learning and assessment can be made available for learners with a disability. Reasonable adjustment involves modification of the learning environment or making changes to the training delivered to ensure the student is given the same opportunities in learning and assessment as a person without a disability.

Learning and assessment support

AHRI is committed to ensuring that all students receive the learning support they need to successfully complete their studies and to continuously improve its training and assessment services.

AHRI seeks to ensure that:

- The learning and support needs of all students are identified and assessed upon entry into a program through information provided by students upon enrolment and during the induction process.
- All students are informed on how to access the services they require to successfully complete their training and assessment.
- Feedback is collected about AHRI's provision of support services, and the feedback is collated, analysed, and used to improve training and assessment services.

Distance learning support and resources

A range of learning support resources and services are provided to distance learners:

- Language, Literacy and Numeracy (LLN) skills task – written task that students complete as part of their induction in the program to assist in identifying current LLN capabilities and any needs/issues.

- Student training plan – provides an overview of commencement dates for each topic of study, average number of study hours required, the due dates and return dates for assessments. (Note: recommended hours of study are a guide only, to allow for individual differences in student learning needs, preferences, and skills.)
- Academic support – access to ongoing learning and assessment support and guidance from qualified Academic Coordinators who are also experienced HR professionals via email.
- Comprehensive learning and assessment materials and a course handbook that outlines the support services, policies, and study skills information to assist in successful completion of study.
- AHRI student support team – to assist with any course administration needs/queries.
- Access to an online student portal – this platform includes:
 - online access to all course materials
 - regular student announcements/emails from (a) the Academic Coordinator regarding topic content and assessments; and (b) the AHRI student support team regarding course administration issues
 - online discussion forums, providing the opportunity to connect and interact with other students and the Academic Coordinator in support of course-related learning
 - an upload point for submission of all course assessment tasks.

Student rights and responsibilities

Students have the right to:

- be free from any form of discrimination and /or harassment and are responsible for their health and safety
- have their learning needs recognised and addressed by their Academic Coordinator/facilitator
- have their privacy and confidentiality respected
- access a fair and transparent system to help with appeals, complaints, and grievances
- flexible learning and assessment procedures that cater for individual differences in learning styles and needs
- access AHRI's student policies and procedures
- timely access to current and accurate records of participation and assessment progress.
- students are expected to treat staff and education team with respect, fairness, and courtesy.

Complaints and appeals

At AHRI every effort is made to ensure each student can appeal against any decision or incident they feel is unfair. All complaints or appeals are handled with confidentiality and sensitivity and according to the AHRI Complaints and Appeals Process.

A Complaints and Appeals Process exists for both academic and non-academic issues. This process is fully detailed in the AHRI Complaints and Appeals Policy and Procedure which is available from the AHRI student support team and from the AHRI website. This policy governs the process for responding to complaints about a situation, a process, a person or people, a facility or a service provided by AHRI.

A complaint or appeal should be lodged in writing, using the AHRI Complaints and Appeals Form. This form is available from the AHRI student support team and/or on the AHRI website:

<https://www.ahri.com.au/wp-content/uploads/ahri-complaints-and-appeals-policy-2022.pdf>

AHRI will investigate and respond to all complaints and appeals lodged by students:

- The process will commence within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures will be used to finalise the process in the shortest possible time.
- The student's enrolment will be maintained while the complaint or appeal is being investigated.
- The student will have the opportunity to formally present their case at no cost. Where a meeting is required regarding the complaint or appeal, the student and the other party may be accompanied and assisted by a support person.
- The student will be given a written statement of the outcome, including details of the reasons for the outcome.

In relation to all academic complaints or appeals, if the process results in a decision that supports the student, AHRI will immediately implement the decision or preventive action required and advise the student in writing of the outcome within five working days.

Skills Recognition

Credit Transfer (CT)

Credit Transfer is available at no cost to the student as part of the enrolment process into accredited training programs offered by AHRI. Credit Transfer applies when a student has already met the learning/competency outcomes through previous formal learning. For further guidance on CT and

eligibility or to apply for CT, go to our website at [Recognition of prior learning \(RPL\) | Australian HR Institute \(ahri.com.au\)](https://www.ahri.com.au) and download the CT Request Form.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is available prior to enrolling in AHRI's accredited training programs. Skills and knowledge gained through life and work experiences, which meet the competency requirements of VET training, can be formally recognised through the RPL process.

Students who wish to apply for RPL can contact AHRI at studentsupport@ahri.com.au to receive an RPL Application Form and information about the AHRI RPL procedure. Full payment for the RPL process must accompany the completed RPL application form. Please note that RPL is subject to the withdrawal and deferral conditions of the Certificate IV in Human Resource Management program.

Note: Credit Transfer and RPL applications with supporting documents must be submitted before close of enrolment for each intake.

RPL fees

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. **Each unit of competency is calculated at \$185.**

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.

Assessment Requirements

Assessment in the BSB40420 Certificate IV in Human Resource Management requires both knowledge and skills to be formally assessed. Each topic of study consists of two compulsory assessment components:

- Part A: Written assessment task; and

- Part B: Simulated Workplace Report or Simulated Case study.

Further information will be provided once a study is enrolled.

Assessment submission

Assessments are submitted in electronic format and uploaded to the AHRI student portal online via the student portal or Learning Management System (LMS), Canvas. The Course Handbook (provided to students when their enrolment is confirmed) contains detailed information about how students can upload assignments and view assessment progress and results using the student portal.

Special consideration

Special consideration for enrolment

If you experience circumstances beyond your control that significantly affect your ability to continue your studies, causing you to withdraw, defer or re-enrol, you can apply for special consideration to have any associated fees reduced or waived at the discretion of the Manager, Standards & Learning. Grounds for special consideration include:

- Serious illness or psychological condition
- Serious hardship or trauma
- Loss or bereavement

Special consideration for extension

Where students experience temporary hardship during their studies, they may be eligible for special consideration. Special consideration is an assessment adjustment for unexpected circumstances that are outside of a student's control, which have a significant adverse impact on their performance in assessment or prevent them from submitting their assessment. If a student wishes to apply for special consideration, they are encouraged to speak with their Academic Coordinator in the first instance to check if it is appropriate for their given circumstances. Details about what is and is not considered appropriate for 'special consideration' is provided in the Course Handbook and forms are available in the Canvas LMS.

Privacy Statement

AHRI is concerned with the protection of your privacy. We support the Australian Privacy Principles (APPs) in the *Privacy Act 1988* (Cth), as amended. AHRI collects and stores your personal information for the purposes of providing membership services, education, and training programs. AHRI may use your contact details to promote AHRI products and services to you in the form of email communications

and/or other types of communication. AHRI does not disclose any details of your education assessments without prior permission from you. AHRI may contact you for opportunities to profile your education assessments in AHRI communications.

Email enquiries@ahri.com.au if you would prefer not to receive communications from AHRI. To view AHRI's full privacy policy visit www.ahri.com.au/privacy-policy

Privacy notice

Under the Data Provision Requirements 2012, AHRI is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used, or disclosed by AHRI for statistical, administrative, regulatory and research purposes. AHRI may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts
- facilitating statistics and research relating to education, including surveys and data linkage
- pre-populating RTO student enrolment forms
- understanding how the VET market operates, for policy, workforce planning and consumer information, and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted. NCVER will collect, hold, use, and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Appendix

Appendix 1: Online Service Standards

Introduction

Service standards are intended to ensure students get the support they need in any subject or qualification they study online. These standards can assist to manage student and academic expectations and ensure those studying online have similar access to the standards and levels of communication as those studying in the traditional classroom environment.

Minimum standards help ensure student queries are quickly identified and that appropriate advice and support is provided in a timely manner. These standards are designed to ensure that students are engaged, motivated and achieve results through their training to aid their future employment prospects.

Student support

AHRI provides the following support to help student with their study:

<p>Academic Coordinators/ Assessors</p>	<p>The Academic Coordinator will respond to your queries within two business days. Assessments submitted on time will be marked and returned within two weeks of the due date.</p> <p>As an AHRI student, you will regularly engage with your Academic Coordinator and other students through messages in CANVAS, group discussion boards and webinars.</p>
<p>AHRI Student Support team</p>	<p>Assistance is available from AHRI’s dedicated Student Support team by phone or email 9:00am – 5:00pm (AEST) Monday to Friday, excluding public holidays.</p> <p>You can contact AHRI on 1300 811 880 or email studentsupport@ahri.com.au.</p>
<p>IT support</p>	<p>AHRI’s Learning Management System (LMS), CANVAS, is hosted externally. AHRI can assure all learners engaged in online training and assessment activities that CANVAS is available 99% of the time. Occasionally, there may be some down time during software updates in the Learning Management System (LMS). Where this is the case, AHRI will notify all students 7 business days (if not earlier) prior that the LMS will not be available during this period.</p> <p>If you are having technical issues call AHRI on 1300 811 880 (toll free), during business hours, to request assistance. AHRI can escalate the issue/s directly with the external provider for resolution.</p>

Education support	<p>All students are supported by an Academic Coordinator who is contactable via the LMS. Their role is to provide support by answering questions in relation to academic matters, including course content and assessments.</p> <p>Students also have access to an online student forum where they can share questions and ideas with other students. These forums are an excellent way for students to communicate with each other about their studies. AHRI encourages students to log in to the forums regularly throughout the course.</p>
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IT requirements

You will access your learning materials using CANVAS (the student portal). The following are the minimum IT requirements for you to access the course materials:

- A desktop or laptop computer (with 8GB memory and 1.8Ghz processor)
- Microsoft Office 2003 or later
- A reliable internet connection with internet browser (we recommend Firefox or Chrome).

Basic digital skills requirements

To access our learning materials and participate in this program, you will need to be able to do the following:

- Log into the student portal – CANVAS
- Navigate through the portal to access the course content
- Download and uploading based assessments
- Research on the internet
- Dial into/join the Zoom conferencing platform
- Use the supplied platform to communicate with Academic Coordinators

Learning materials

AHRI ensures learning materials are presented in a variety of formats to optimise the learning experience, including:

- Guided content in the form of a digital student handbook, topic workbooks and online prescribed textbook
- Interaction through online messaging, discussion forums and webinars/videos

Alternative versions of key information can be provided upon request to those students with accessibility issues. Please contact AHRI on 1300 811 880 (toll free) during business hours if you require assistance.

Student engagement/activity

AHRI provides an online learning experience that enables you to interact and engage with your peers and the Academic Coordinator through group discussion forums, online messaging, and live webinars.

Ongoing feedback will be provided as you study through:

- Interaction with Academic Coordinators in webinars, virtual check-ins, discussion forums and online messaging.
- Detailed feedback on your assessments.

There are measures in place for AHRI to monitor the activity of students through the online activity logs within the LMS. These logs on student activity and Academic Coordinator activity are recorded and can be retrieved by AHRI at any time.

Formal feedback is obtained through two Student Feedback Surveys completed at the mid-point and conclusion of the course. Informal feedback on any aspect of online learning support can be provided by the student to their Academic Coordinator or AHRI at any time. This provides direct input on the cohort and the quality of the support provided by the Academic Coordinator and AHRI. Continued feedback on matters that affect learner participation and engagement in the course learning and assessment activities are reported and noted by AHRI.

