WHY HUMAN RESOURCES MANAGEMENT SKILLS ARE CRITICAL

Australia’s workforce is on the precipice of massive change. Digital technologies like Artificial Intelligence and machine learning are on the rise. The need for constant innovation and high demands for digital literacy is growing. In short, today’s workers are facing uncertain times.

Skilled HR leadership can harness this disruption into a motivated, skilled, high-performing and innovative workforce. This qualification develops the skills to:

- Create a HR strategy to deliver the right workforce mix for the organisation.
- Provide solid risk identification, analysis and resolution.
- Manage people performance across the board.
- Lead and manage mediations and resolve workforce conflicts.
- Manage recruitment, selection and induction processes.

STAND OUT

Great human resources managers can find the balance between daily people management as they generate high levels of performance, innovation, and communication, and the ability to plan their workforce strategically. This qualification:

- Focuses on real world, relevant global contexts.
- Is a practical program with projects and assignments you can integrate into your existing role or organisation.
- Gives you skills and tools you can use immediately.
- Encourages you to think differently.
- Fully aligns to the Future World of Work and Industry 4.0.

WHO SHOULD ATTEND

This qualification is suitable for emerging or current human resources advisors, change managers, human resources consultants, and human resources managers.
COURSE INCLUSIONS

- Access to industry experts who facilitate the workshops.
- Program materials and manuals are used in the workshops. These double as a take-home resource.
- Templates, tools, and many other resources are provided.
- Assessment and study support.

SWINBURNE PROFESSIONAL

Swinburne Professional's accelerated qualifications are designed for working professionals to maximise the learning outcomes and minimise time spent out of the office or away from home.

BENEFITS FOR INDIVIDUALS

- You can enroll at any time, choose your workshop days, and by accelerating your qualification, learn in focused workshops that get you qualified faster.
- Our Customer Development Advisors and facilitators are on hand to provide advice and answer your questions.
- Participants learn alongside professional peers and enjoy a unique shared experience that fosters new ideas, reflection, diversity and innovation.
- Our expert facilitators deliver our qualifications to ensure our participants enjoy the best learning experience possible.
- Access to industry experts who facilitate the workshops.
- Facilitators each have extensive experience across a range of leadership roles and can impart real life case studies and relevant industry knowledge.
- Our facilitators are dynamic and engaging professionals with a true passion for teaching, handpicked by us.

BENEFITS FOR ORGANISATIONS

- A strong human resources team within your organisation ensures your most valuable asset - your people - are supported and managed to deliver their best. Effective workforce design, which is led by human resources, ensures agility and growth for the future.
- We partner with clients to qualify their human resources managers so they know how to maximise the performance of the workforce.
- Our Consultants work hand-in-hand with clients to roll out the Diploma of Human Resources Management to suit you and your team, including customisation to fold in your own projects.
- In addition, clients are allocated a Swinburne Professional Project Manager of their own, ensuring participants are supported, outcomes are reported, and training is delivered.

GRANT, PARTICIPANT
Diploma of Human Resources Management

"Our facilitator is clearly experienced in the world of business and draws effectively from her personal experience to enhance the content.

CONTENT SATISFACTION RATE
92% of participants were satisfied with Swinburne Professional’s course content.*

FACILITATOR SATISFACTION RATE
93% of participants were satisfied with their Swinburne Professional facilitator.*

92%

93%


SCHEDULE
BSB50615 DIPLOMA OF HUMAN RESOURCES MANAGEMENT

The Diploma of Human Resources Management is delivered in unit clusters. Each vertical block of clusters and units shows the order of workshops and number of workshop days.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>UNIT TITLE</th>
<th>CLUSTER NAME</th>
<th>ORDER</th>
<th>DURATION</th>
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<tbody>
<tr>
<td>BSBHRM501</td>
<td>Manage Human Resource Service</td>
<td>Planning a HR Strategy</td>
<td>1</td>
<td>1 Day</td>
</tr>
<tr>
<td>BSBHRM513</td>
<td>Manage Workforce Planning</td>
<td></td>
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<tr>
<td>BSBWH5401</td>
<td>Implement and Monitor WHS Policies, Procedures and Programs to Meet Legislative Requirements</td>
<td>Risk Management in HR</td>
<td>2</td>
<td>2 Days</td>
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<tr>
<td>BSBRSK501</td>
<td>Manage Risk</td>
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<tr>
<td>BSBHRM512</td>
<td>Develop and Manage Performance Management Processes</td>
<td>Managing Performance</td>
<td>3</td>
<td>2 Days</td>
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<tr>
<td>BSBMGT502</td>
<td>Manage People Performance</td>
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<tr>
<td>BSBWRK520</td>
<td>Manage Employee Relations</td>
<td>Managing Employee Relationships</td>
<td>4</td>
<td>2 Days</td>
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<tr>
<td>BSBHRM510</td>
<td>Manage Mediation Processes</td>
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<tr>
<td>BSBHRM506</td>
<td>Manage Recruitment Selection and Induction Processes</td>
<td>Manage Recruitment Selection and Induction Processes</td>
<td>5</td>
<td>1 Day</td>
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SCHEDULE DETAILS

Workshop times may vary but are usually 9:00am to 5:00pm; details will be confirmed upon enrolment. For full unit descriptions, visit https://training.gov.au and type the unit code into the search function.
### CLUSTER OVERVIEWS

#### PLANNING A HR STRATEGY

| Duration | 2 days |
| Location | Online, delivered live |
| Units | BSBHRM501 Manage human resource service  
BSBHRM513 Manage workforce planning |

This workshop cluster is focused on the connection between the organisation's strategic objectives and delivering the right workforce mix.

Participants will learn how to analyse the business strategy and operations plan, assess the external environment, liaise with stakeholders and develop HR services to fit.

The next stage is the workforce planning. This strategic element includes researching business and skill requirements, developing objectives and strategies, implementing a wide range of HR initiatives and monitoring and evaluating the workforce as it operates and evolves.

**LEARNING OBJECTIVES**

Participants will be able to:

- Determine appropriate strategies to deliver the human resources function.
- Manage the human resources service in a range of often complex environments.
- Approach the management of the workforce with ethics.
- Understand data on staff turnover, demographics and skills.
- Create and implement strategies that support the workforce during times of change, are suitably diverse, allow for succession planning, and ensure the workplace is an employer of choice.

#### RISK MANAGEMENT IN HR

| Duration | 2 days |
| Location | Online, delivered live |
| Units | BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements  
BSBRSK501 Manage risk |

Risk, in a business context, is anything that threatens an organisation's ability to operate, reach targets, and generate revenue. Risk is broad, can be internal or external, and risk needs to be avoided, reduced or accepted.

Participants will learn the scope of risk, how to spot it, how to analyse it, and then - critically - how to treat and resolve it.

At a more elemental level, the HR function is typically responsible for the organisation's WHS policies, procedures and programs, so it's necessary for participants to develop a broad knowledge of WHS policies and be able to create solutions to sometimes unpredictable problems.

This workshop focuses on these risk elements and how they can be resolved in the workplace.

**LEARNING OBJECTIVES**

Participants will be able to:

- Identify and analyse risks.
- Create strategies and treatments to mitigate known risk factors.
- Undertake a wide range of WHS tasks, including WHS training, set up procedures, identify hazards, and control risks.
- Communicate the WHS policies and procedures effectively to the workforce on an ongoing bases.
The workforce performance of an organisation is key to its success and innovation, and it’s critical as HR professionals, to go beyond a basic annual performance review. These units show how to develop the performance frameworks and processes that create an effective work environment.

Additionally, participants will learn how to connect performance management with performance development. Performance reviews will ideally be the catalyst for rewarding excellence, providing support, and arranging training where there is a need for improvement.

Participants will also be able to coordinate individual or group learning and development to drive the workforce further.

**LEARNING OBJECTIVES**

Participants will be able to:

- Develop work plans and allocate work and KPIs in an efficient, resource-respectful and outcome-focused manner.
- Develop integrated performance management processes and frameworks. These then allow the HR team to assess performance and provide feedback in a professional and strategically aligned manner.
- Manage performance follow-up including improvement and development plans, coaching, support services, counseling staff, and handling terminations as necessary.
- Coordinate individual or group training, learning and development.

Managing employee relations is vastly more complex than basic communication. This workshop is for HR professionals who need to oversee industrial relations, manage conflict, listen to grievances and manage mediations.

Whether the HR department will undertake these tasks directly, or engage specialist consultants, this workshop is key for participants as they learn to develop solid processes and policies, and have a good understanding of industrial relations legislation.

The HR function sometimes needs to negotiate and manage conflict, and this workshop teaches participants how to undertake this process fairly, and legally.

**LEARNING OBJECTIVES**

Participants will be able to:

- Develop employee and industrial relations policies and processes, factoring in legislation, risks and key stakeholders.
- Implement these policies.
- Manage (sometimes difficult) negotiations and discussions to resolve a range of complex conflicts, including creating appropriate documentation and engaging expert specialists when required.
- Prepare effectively for mediation, including accurately identifying the relevant parties, obtaining their agreement to participate, conducting interviews and verifying facts.
- Settle disputes via mediations, and finalising all outcomes, documents and areas for improvement.
There are many considerations for HR professionals when it comes time to select and recruit new members of the team. Their ability to be a part of the existing work culture and their skill sets are just the starting point when building an intelligently designed workforce.

This workshop focuses on teaching participants how to manage all of the aspects of recruitment, selection and induction.

The HR service has responsibility for both the selection of new staff, and orientating them in their new positions. Whether participants will be directly involved, or briefing an agency, the tools and principles remain the same.

**LEARNING OBJECTIVES**

Participants will be able to:

- Align the recruitment and selection function to the business’s objectives.
- Create the HR policies, procedures and supporting documents that support the recruitment process.
- Manage stakeholders.
- Employ a range of tools to successfully recruit and select staff that fit the need, budget, culture and skill set.
- Manage staff induction, not just when they commence a new role, but as their role progresses and evolves.