



NATIONALLY RECOGNISED
TRAINING

BSB50320

DIPLOMA OF HUMAN RESOURCE MANAGEMENT

BROCHURE 2025

RELEASED JUNE 2025
REVIEW - 6 MONTHS

VERSION 2.0
DOCUMENT UNCONTROLLED WHEN PRINTED

JustCareers
TRAINING

RTO #91413

About this Course



This course is ideal for you if:

- ✓ You currently manage people and operations, with no formal qualification.
- ✓ You currently working as a supervisor, team leader or similar and would like to move into the role of managing people and operations.
- ✓ You're not currently working in a management or supervisory capacity but you see your future in managing people and operations.
- ✓ You would like to change industries or your career.
- ✓ You work in any of the thousands of roles and hundreds of industries and sectors that require efficient management of people and operations - be it an office based role or otherwise.

It is designed to provide training and an academic qualification to assist in a business career in the public or private sector, in virtually any industry, to eventual senior management level. Job opportunities may include:

- Middle Level Manager/Supervisor
- Team Leader
- Senior Administration Officer

This qualification will provide you with the skills and knowledge required to effectively manage the work of others and to add value to or review management practices.

If you are already working in a particular industry and you have expertise in this industry, this qualification will allow you to become a specialist manager with the specific skills and knowledge required for your industry together with industry accepted management skills.

Make a move and get a promotion, a career, maybe even a pay rise! Holders of a Diploma level qualification earn more than those who do not hold this valued qualification.

DURATION & COURSE STRUCTURE

Whilst this course is self-paced, the course has been designed to encourage the completion of the study and assessment requirements together with the other participants of the course and in line with the scheduled training sessions.

The course consists of 12 units comprising 7 core units and 5 elective units that have been carefully selected in line with employer needs and learner opportunities. The qualification is made up of 3 modules, each containing multiple units of competency including:

Module #	Name	Number of Units
Module 1	Manage Operational Effectiveness	3
Module 2	Leadership Qualities	5
Module 3	Workplace Coordination & Management	4

Course Content

MODULE 1 MANAGE OPERATIONAL EFFECTIVENESS

BSBHRM525 **Manage recruitment and onboarding**

This unit describes the skills and knowledge required to manage all aspects of recruitment and onboarding processes according to organisational policies and procedures. It applies to individuals who take responsibility for managing aspects of recruiting, selecting new staff and orientating those staff in their new positions.

BSBWHS411 **Implement and monitor WHS policies, procedures and programs**

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.

BSBWHS521 **Ensure a safe workplace for a work area**

This unit describes the skills and knowledge required to establish, maintain and evaluate an organisation's work health and safety (WHS) policies, procedures and programs in a work area to ensure a safe workplace, according to WHS legislative requirements. It takes a systems approach and addresses compliance with relevant legislative requirements.

MODULE 2 LEADERSHIP QUALITIES

BSBCMM511 **Communicate with influence**

This unit describes the skills and knowledge required to present and negotiate persuasively, lead and participate in meetings and make presentations to customers, clients and other key stakeholders.

BSBHRM521 **Facilitate performance development processes**

This unit describes the skills and knowledge required to develop and facilitate implementation of performance development processes and to coordinate individual or group learning and development to encourage effective employee performance.

BSBHRM523 Coordinate the learning and development of teams and individuals

This unit describes the skills and knowledge required to coordinate the learning and development of teams and individuals. There is particular emphasis on the coordination of strategies to facilitate and promote learning and to monitor and improve learning performance.

BSBHRM527 Coordinate human resource functions and processes

This unit describes the skills and knowledge required to coordinate human resource functions and processes, integrating business ethics.

It applies to individuals with responsibility for coordinating a range of human resource functions and processes across an organisation.

BSBOPS504 Manage risk

This unit describes skills and knowledge required to manage risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting.

MODULE 3

WORKPLACE COORDINATION AND MANAGEMENT

BSBHRM522 Manage employee and industrial relations

This unit describes the skills and knowledge required to manage employee relations (ER) and industrial relations (IR) matters in an organisation. It involves developing and implementing ER and IR policies and plans and managing conflict resolution negotiations.

BSBHRM524 Coordinate workforce plan implementation

This unit describes the skills and knowledge required to coordinate the implementation of a workforce plan, including researching requirements, coordination of planning and implementing initiatives and monitoring trends.

BSBLDR523 Lead and manage effective workplace relationships

This unit describes the skills and knowledge required to lead and manage effective workplace relationships.

BSBTWK501 Lead diversity and inclusion

This unit describes the skills and knowledge required to lead diversity for a work area. It covers implementing the organisation's diversity policy, fostering diversity within the work team and promoting the benefits of a diverse workplace.

Course Duration & Delivery Information

This course is available by **Online** and **Face to Face** classes. **All course options have a maximum duration of 24 months.**



FACE TO FACE CLASSES

This option involves attending and completing your learning and assessment materials in one of our scheduled courses at our various locations. Once you have been booked into the program, you will receive a confirmation email that will cover:

1. Your course confirmation
2. Tax invoice
3. Reading materials
4. Relevant information

Choose face to face classroom option if:

- You prefer face to face based learning with a physical trainer
- You are able to attend one of our various sites for training



ONLINE COURSE

This option involves accessing and completing your learning and assessment online. Once you have been enrolled and accepted into the program you will receive log in details that is password protected. On our Learning Management System (LMS) you will be able to access:

- Reading materials
- Links to relevant information
- Assessment Tasks, projects and requirements

Some of the assessments will be completed online (such as questions), others will need to be downloaded, printed and completed, then uploaded back into the portal. As such, this option is suitable for you if have:

- ✓ access to a computer or similar
- ✓ access to a printer
- ✓ access to a scanner
- ✓ an email address
- ✓ a reliable internet connection

Choose the online option if:

- You prefer to do things at your own pace in your own time
- You want to start the course at a time that suits you
- You do not want to lock into classroom sessions
- You have other commitments that prevent you from attending a training centre or classroom
- You have the basic skills to access the learning site, complete assessments online (quite easy) and upload documents
- You don't mind communicating by email or phone (if required)

Assessment Information

Your training is competency based, meaning that you will need to provide evidence that you have met the required competencies.

This evidence will be generated and or collected by:

- ✓ Answers to questions
- ✓ Completion of tasks and projects (including research projects)
- ✓ Case Studies and Scenarios
- ✓ Simulated Scenario Assessments
- ✓ Phone Assessments (may be conducted by video link)

The result is that the assessor will assess your evidence and assess your competence. There is no such thing as “pass” or “fail” in this type of training, rather aiming to reach the required competency.

Modules are made up of Units, Units are attained by completing all the assessment and evidence requirements. Each assessment and evidence requirement for a Unit of Competency is marked as “Satisfactory” or “Not Satisfactory”.

Achieving a result of “Satisfactory” for all the assessment and evidence requirements of a unit is required to achieve a result of “Competent” for the Unit of Competency.

Where a result of “Not Satisfactory” is achieved then your trainer will assist you in getting to the required result of “Satisfactory”.

Where a result for a Unit of Competency is “Not Yet Competent”, then your trainer will assist you in meeting all the requirements of the Unit within the required time.

Outcome

The qualification is nationally recognised. Upon successful completion of the required assessments you will be awarded a:

BSB50320 Diploma of Human Resource Management



Participants who exit the training program without completing all assessments will be issued with a Statement of Attainment for those units in which they have demonstrated competency.

Other Important Information

ENROLMENT

In order to undertake this, course you will be required to complete our Application and Enrolment form available on the internet. This is also available from our Enrolment Officer, please call one of our friendly staff on 1300 558 241 and request an enrolment form to be sent to you.

Once you have submitted this and paid the required fees (or entered into a Payment Plan) then you will have commenced your course.

Enrolment forms and fee arrangements must be finalised prior to commencing your course. While it would be ideal to do this prior to the first day of the course, some arrangements can be made to commence after the formal and advertised start date.

FEE INFORMATION

Fee information for this course, including payment plans available can be found on our website or from our office.

Fee includes an enrolment fee of \$290 (non refundable) which is payable prior to commencement.

Payment options include payment in full 50% of pay in full is non refundable upon commencement of module 2 or 45 days which ever comes first.

Or

Pay in instalments which is evenly divided across 6 payments totalling the advertised price.

RECOGNITION OF PRIOR LEARNING (RPL)

If you feel that you already have the skills and knowledge covered in this course through prior learning, work experiences or general life skills then you may apply for RPL (Recognition of Prior Learning).

This is a process whereby you present evidence of your competency to your assessor who will then assess your evidence against the requirements of the course. Should the evidence meet the requirements of one or more units (even the whole qualification) then you may be awarded the unit(s) and not require any training or assessment. Where the evidence presented does not meet the requirements then you may apply to attempt an assessment only process to provide the required evidence or simply return to completing the required training followed by assessment. Contact us for further information about RPL assessments.

CREDIT TRANSFER (CT)

Just Careers Training recognises all Statements of Attainment and Qualification issued by other RTO's in Australia. If you have completed some units of this program previously through another training program (the same course) then you may be able to gain credits for this (Credit Transfer) and this may also shorten the requirements and the duration for achieving this qualification.

LANGUAGE LITERACY & NUMERACY REQUIREMENTS

The course is delivered in English, to be able to successfully complete the training programs participants must be able to read and write

English to a sufficient standard to work with the supplied texts. Participants may also be requested to undertake a Language Literacy and Numeracy assessment.

PARTICIPANT SUPPORT & REASONABLE ADJUSTMENTS

Your trainer will provide you with telephone and email support.

Email support is available on support@justtraining.com.au and this form of support is unlimited and telephone support is also available by appointment. There is a limit to telephone support of up to 2 hours for each module. (30 mins max per session).

Additional phone support may be purchased. Visits to our training office or one on one training in the workplace or another suitable site may also be arranged (subject to trainer availability and for a fee).

JUST CAREERS TRAINING offers support to all Participants with their learning needs; we can tailor or adjust the training and assessment program to assist people with learning issues and to more limited degree personal issues. Any enquiries should be addressed to the staff of Just Careers Training. Should you need support or assistance beyond our skills we will refer you to a suitable organisation to assist you further.

EXTENSION FEES

You may be entitled to one free extension of up to 1 month; this request must be made in writing before the end of your 12 months. Additional extensions (or if your extension is not approved by the trainer) may be purchased at a fee of \$200 for a 2 month extension (minimum fee is \$150).

REFUNDS, WITHDRAWALS AND CANCELLATIONS

- The enrolment fee is non refundable and non transferable (to another person) once you have enrolled into our programs and you have been issued with an Enrolment Acceptance Notice (EAN) or a Confirmation email.
- The course fees applicable are in line with the Modules. Once a fee for a Module becomes payable then there can be no refunds for cancellation.
- The fee for Module 1 is \$290 and is non refundable once you have received your EAN or Confirmation email.
- The fee for Module 2, 3 and 4 is the balance of the fees divided by 3.
- Commencement of a Module (2, 3 and 4) is defined as the date that the module is accessed online or on the date the Module was due to commence (the first of the dates) based on the longest duration of 12 months. For example if your course has 3 modules then Module 2 will be deemed as commenced 4 months after initial commencement.
- If you withdraw (in writing as per the procedure in this information brochure) before the commencement of a Module (2, 3 and 4) then any fees paid for that module will be refunded
- If you are paying by Payment Plan then the Payment Plan will be terminated once outstanding fees have been paid.
- Should Just Careers Training Pty Ltd not be able to deliver the intended program for any unforeseen circumstances, then options will be made available to the student including a refund of any Modules paid for but not commenced.

WITHDRAWAL PROCESS

If you decide to withdraw from your course, then our Enrolment Officer will need to interview you to ascertain the reason and if there is any way that we can assist you in continuing your learning journey. This may include extensions of time and other available support mechanisms.

If you still want to withdraw then you will need to submit an email to our Enrolment Officer with all your details, the details of your course and your trainer and the date of withdrawal.

We will respond to your request in writing and include any outstanding fees that may apply.

ACCESS AND EQUITY AT JUST CAREERS TRAINING

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. All participants who meet our entry requirements will be accepted into any of our training programs.

PRIVACY AND CONFIDENTIALITY

Just Careers abides strictly by all state and federal requirements relating to your privacy and confidentiality including the NVR Standards and the Privacy Act 1988. Your information will only be passed to relevant persons as required by law or Department of Education guidelines.

CERTIFICATES

Once you have met the requirements of the qualification then you will receive your certificate within 14 days. You may order a reprint of your certificate once you have made this request using the required form from the office and paid the administration and processing fee of \$50. Please note that Certificates will not be issued unless payment has been finalised or arranged (as part of a Payment Plan).

COMPLAINTS AND APPEALS

Just Careers Training has a fair and transparent complaints and appeals policy. All complaints will be dealt with in a timely manner and avenues for appeals extend to third party arbitration. Your Student Handbook contains more information.

TERMS & CONDITIONS

Please refer to the Application / Enrolment Form on our website for this course for detailed information about the terms and conditions that apply to this course.

MORE INFORMATION

Refer to your Student Handbook or contact our Customer Service staff.



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Newcastle Site:

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