

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

2026 Program Information Guide

*Published by the Australian Human Resources Institute*

**Version** 3.1                      **Published** February 2026

© Australian Human Resources Institute 2026

This subject material is issued by the Australian Human Resources Institute on the understanding that:

1. The Australian Human Resources Institute, its officials, authors, or any other persons or agencies involved in the preparation of this publication expressly disclaims all or any contractual, tortious, or other form of liability to any person (purchaser of this publication or not) in respect of the publication and any consequences arising from its use, including any omission made, by any person in reliance upon the whole or any part of the contents of this publication.
2. The Australian Human Resources Institute expressly disclaims all and any liability to any person in respect of anything and the consequences of anything done or omitted to be done by any such person in reliance, whether whole or partial, upon the whole or any part of the contents of this subject material.
3. No person should act based on the material contained in this publication without considering and taking professional advice.

#### **Contact Us**

Address: Level 2, 31 Queen Street, Melbourne Victoria, 3000

Phone: 1300 811 880

Email: [studentsupport@ahri.com.au](mailto:studentsupport@ahri.com.au)

Website: <https://www.ahri.com.au/>



# Table of Contents

<b>Program Information</b> .....	<b>3</b>
BSB40420 Certificate IV in Human Resource Management .....	3
Duration and delivery .....	3
2026 key dates .....	3
Course topics and units of competency .....	4
Topic overviews .....	5
<b>Study Options</b> .....	<b>6</b>
Virtual Workshop .....	6
Distance (Guided Independent Study) .....	8
<b>2026 Delivery Dates</b> .....	<b>9</b>
<b>Course Tuition fees*</b> .....	<b>10</b>
AHRI membership.....	10
Resources – course textbook.....	10
<b>Enrolment Information</b> .....	<b>11</b>
Entry requirements .....	11
Unique Student Identifier (USI) requirement .....	11
Pre-course requirements.....	11
<b>Skills Recognition</b> .....	<b>12</b>
Credit Transfer (CT) .....	12
Recognition of Prior Learning (RPL).....	12
<b>Assessment Requirements</b> .....	<b>13</b>
Assessment Tasks .....	13
Group Assessments .....	13
Assessment submission.....	13
<b>Student Study Support and Services</b> .....	<b>14</b>
Learning and assessment support .....	14
Access and equity .....	14
Reasonable adjustment .....	14
Student rights and responsibilities .....	14
Registered Training Organisation (RTO) rights and responsibilities .....	15
Complaints and appeals.....	15
<b>Deferral and withdrawals</b> .....	<b>16</b>
Course deferrals .....	16
Course Withdrawal .....	16
Special consideration.....	17
<b>Privacy Statement</b> .....	<b>18</b>
Privacy notice .....	18
<b>Appendix</b> .....	<b>20</b>
Appendix 1: Online Service Standards .....	20



## Program Information

### BSB40420 Certificate IV in Human Resource Management

The nationally recognised qualification BSB40420 Certificate IV in Human Resource Management 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 uplift and expand their capabilities
- Administrative employees responsible for HR functions within their workplace

### Duration and delivery

The AHRI BSB40420 Certificate IV in Human Resource Management program is available part-time via Virtual Workshop or Distance (Guided Independent Study) delivery modes over a study period of eleven (11) 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 and webinars.

The table below lists the key enrolment and course dates for the 2026 program intakes.

### 2026 key dates

Intake	Intake 1, 2026	Intake 2, 2026	Intake 3, 2026
RPL applications close	27 January 2026	27 April 2026	24 August 2026
Registrations close	16 February 2026	18 May 2026	14 September 2026
Onboarding week	9 March 2026	8 June 2026	5 October 2026
Course commences	16 March 2026	15 June 2026	12 October 2026
Course completion	12 February 2027	14 May 2027	17 September 2027



## 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 included in the Certificate IV program, comprising of six (6) core units and six (6) elective units.

Please refer to [www.training.gov.au](http://www.training.gov.au) to access the following units of competency in full.

Topic	Unit Code	Unit Title	Unit Type
<b>Topic 1: HR Effectiveness and Business Strategy</b>	BSBHRM417	Support Human Resource Functions and Processes	Core
<b>Topic 2: Workplace and Employee Relations</b>	BSBHRM412	Support Employee and Industrial Relations	Core
<b>Topic 3: Digital Collaboration and Communication</b>	BSBOPS405	Organise Business Meetings	Elective
	BSBTEC404	Use Digital Technologies to Collaborate in a Work Environment	Elective
<b>Topic 4: Wellbeing, Health and Safety</b>	BSBWHS411	Implement and Monitor WHS Policies, Procedures and Programs	Core
	BSBHRM531	Coordinate Health and Wellness Programs	Elective
<b>Topic 5: Recruiting and Growing Talent</b>	BSBHRM415	Coordinate Recruitment and Onboarding	Core
	BSBHRM413	Support the Learning and Development of Teams and Individuals	Core
<b>Topic 6: Talent and Performance Management</b>	BSBHRM411	Administer Performance Development Processes	Core
	BSBCMM412	Lead Difficult Conversations	Elective
	BSBLDR413	Lead Effective Workplace Relationships	Elective
<b>Topic 7: Leading Your HR Development</b>	BSBPEF403	Lead Personal Development	Elective



## Topic overviews

### Topic 1: HR Effectiveness and Business Strategy

The first topic is all about the underpinnings of Human Resource functions, the employee lifecycle and how HR integrates within organisational structures, goals and the overall workplace culture. You will get to know the Australia HR Capability Framework (AHRCF) and all the elements HR practitioners play a part in to better understand different HR roles and how effective partnering makes an impact for the HR function and workplace.

### Topic 2: Workplace and Employee Relations

Topic 2 covers the essential elements of employment practice that includes current legislation that underpins our practices. You will learn all about the legislative authorities, regulations and governing principles to better understand workplace compliance. The skills and knowledge gained in this topic will enable you to effectively implement employee and industrial relations policies and procedures within the workplace.

### Topic 3: Digital Collaboration and Communication

This topic addresses the performance outcomes, skills and knowledge required to run everyday workplace meetings and agendas within the HR context. You will also gain skills and knowledge on the use of digital technologies to collaborate with colleagues within the HR function and workplace, including working as part of a remote team. It covers the essential elements of analysing and introducing digital technologies into the workplace to create efficiencies in organisational and HR processes through the use of technology.

### Topic 4: Wellbeing, Health and Safety

In this topic, we address 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 to meet legislative requirements. This topic also deep dives into coordinating programs with a health and wellbeing focus where we research employee health and wellbeing matters, and plan and evaluate a range of programs associated with the health and wellbeing of employees within an organisation.

### Topic 5: Recruiting and Growing Talent

Now that we have our foundational HR elements and understanding, we move onto managing our talent within the workforce. In this topic we look at the start and the evolution of the employee lifecycle stages. We focus on effectively integrating the processes of sourcing, recruiting, selecting and onboarding the right candidates for the right positions. We also learn to identify the link between employee retention, engagement and development by having the great and sufficient development and training opportunities in place within organisations.

### Topic 6: Talent and Performance Management

Continuing with managing the employee lifecycle, we get into the nitty-gritty of what to do when performance doesn't go so well. The topic provides you with in-depth analysis of how business performance indicators and individual performance outcomes provide the context for performance appraisal, coaching and mentoring for individual performance. You will deep dive into the role of managers in the implementation and success of performance management processes, and how HR plays a pivotal role within these, including having some of these challenging conversations as well as managing relationships effectively.

## Topic 7: Leading Your HR Development

As a well-rounded HR practitioner on the successful completion of the six prior topics, to ensure that you keep growing and developing your capabilities in your HR career, we focus the last topic on supporting your ongoing growth and development. This topic is all about YOU and what's next. We will further deep dive into our Australian HR Capability Framework, undergo the Capability Assessments to better understand your future development opportunities, and construct a development plan to ensure you keep growing.

*For some of you, this is only the start of your HR journey, and for others, it may have already started. Your learning and growth journey never stops. AHRI is here to support that, every step of the way.*

## Study Options

### Virtual Workshop

Students who choose to complete their studies via Virtual Workshop delivery will 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 engaging peer discussion take place. Virtual workshops provide the opportunity for interactive learning, and they are an ideal way to form new professional networks. AHRI recommends undertaking this mode of study if you are new to HR, and/ or need to deeply broaden your skillsets, and/ or require additional support throughout your study, and/ or if you would like to learn from others in the field.

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](#) / [Microsoft Teams](#) 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 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?

<b>Learning and assessment materials</b>	Digital course handbook, topic workbooks, online e-learning, assessment tasks and additional resources and supporting learning material. Students are required to purchase the textbook at their own cost.  <a href="#">Human Resource Management, 11th Edition - 9781394183593 - Wiley Direct</a>
<b>Academic Coordinator support</b>	Academic support for the topic learning and assessments is provided by your dedicated AC. For the purposes of this course, they will be your <u>trainer and assessor</u> .  Your AC is an experienced HR practitioner and a long-standing member of AHRI, who provides you with support throughout the study period and answers any learning and assessment questions you may have.
<b>Workshops</b>	Seven (7) virtual workshop session (7 hours each) delivered by the AC to provide learning guidance and interactive discussions on the topic content and assessments. Workshops are held at the commencement of each topic.
<b>AHRI Student Support</b>	The AHRI Student Support team is available during business hours (9am-5pm AEST/AEDT Mon-Fri) to assist with any course administration matters or questions.
<b>AHRI student portal (Canvas)</b>	Access to an online student portal which will include online course material, supporting material and resources, access to ACs, discussion boards and interactive activity 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 won't prevent you from successfully completing all the assessment tasks; if needed, you can always reach out to your AC for further assistance. AHRI does not provide refunds if you do not attend a workshop. While you will receive a recording of the session, please note that this isn't quite the same as attending live, as you will miss out on the valuable opportunity to interact and engage in real-time discussions with your peers and facilitator.



## Distance (Guided Independent Study)

Studying via distance independent study is a popular option for those unable to attend the full-day virtual workshops or who have a higher understanding of HR already. Students have the option to attend a live one-hour webinar session for each topic with their AC to get a top-level understanding of the topic. This form of independent study requires a self-motivated approach to studying where students take responsibility for their own learning experiences – using their initiative in researching, undertaking online learning, time management and applying links between theory and practice. Topic delivery and assessment due dates are the same as virtual workshop delivery, and units are undertaken in the same sequential order.

### Webinars and Virtual Check-ins platforms and times

Each topic includes a one (1) hour webinar and a one (1) virtual check-in. Session times may vary and are hosted online, via platforms such as [Zoom](#) / [Microsoft Teams](#). All webinars and check-ins are recorded, so if you are unable to attend live, you can watch them at a time that suits you. Details will be advised prior to 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 the webinar and check-ins.

### Distance Independent Study delivery

Distance webinars are delivered by your dedicated Academic Coordinator (AC). Webinars are designed to give students an introduction and overview of key themes of each topic, as well as providing some guidance on the assessment task requirements, workbook activities etc. The Academic Coordinator also conducts a live check-in session prior to each assessment date. This is an opportunity to raise queries regarding the assessment requirements or to discuss more complex HRM concepts or forum discussion topics. Students may seek advice or guidance on the assessments, however academic coordinators will not provide specific answers.

Students studying via distance mode normally have the same Academic Coordinator 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?

<b>Learning and assessment materials</b>	Digital course handbook, topic workbooks, online e-learning, assessment tasks and additional resources and supporting learning material. Students are required to purchase the textbook at their own cost. <a href="#">Human Resource Management, 11th Edition - 9781394183593 - Wiley Direct</a>
<b>Academic Coordinator support</b>	Academic support for the topic learning and assessments is provided by your dedicated AC. <u>For the purposes of this course, they will be your trainer and assessor.</u>  Your AC is an experienced HR practitioner and a long-standing member of AHRI, who provides you with support throughout the study period and answers any learning and assessment questions you may have.
<b>Webinars</b>	Seven (7) facilitator-led virtual webinar sessions (1 hour each) delivered by an AC to discuss topic content and assessments. Webinars are held at the commencement of each topic.
<b>Virtual Check-Ins</b>	A drop-in session is organised so that you have the opportunity to check in with your AC and ask any questions you may have about the learning content or assessments.

<b>AHRI Student Support</b>	The AHRI Student Support team is available during business hours (9am-5pm AEST/AEDT Mon-Fri) to assist with any course administration matters or questions.
<b>AHRI student portal (Canvas)</b>	Access to an online student portal which will include online course material, supporting material and resources, access to ACs, discussion boards and interactive activity conversations with other students.

### What if I miss a webinar?

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 two business days which is available for students via the Canvas portal.

## 2026 Delivery Dates

Topic	Workshop / Webinar dates (week commencing)	Workshop / Webinar dates (week commencing)	Workshop / Webinar dates (week commencing)
	Intake 1	Intake 2	Intake 3
Onboarding Week	9 Mar 2026	8 Jun 2026	5 Oct 2026
Topic 1: HR Effectiveness and Business Strategy	16 Mar 2026	15 Jun 2026	12 Oct 2026
Topic 2: Workplace and Employee Relations	20 Apr 2026	20 Jul 2026	16 Nov 2026
Topic 3: Digital Collaboration and Communication	25 May 2026	24 Aug 2026	11 Jan 2027
Topic 4: Wellbeing, Health and Safety	29 Jun 2026	28 Sept 2026	15 Feb 2027
Topic 5: Recruiting and Growing Talent	31 Aug 2026	30 Nov 2026	19 Apr 2027
Topic 6: Talent and Performance Management	26 Oct 2026	1 Feb 2027	14 Jun 2027
Topic 7: Leading Your HR Development	11 Jan 2027	12 Apr 2027	16 Aug 2027

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

### Transferring between study modes

Should you wish to convert your mode of study, you can make a request to Student Support team. Availability will depend, and additional fees will apply.



## Course Tuition fees\*

	Distance Independent Study Mode	Virtual Workshop Study Mode
AHRI member	\$3,195	\$3,895
Non-member	\$3,834	\$4,674

\*Note: Please check current membership fees on the website. Course tuition fees published are subject to changes.

AHRI course tuition fees are paid up-front at the time of registration before the registration close date. See 'Key dates' table for relevant registration and course dates. If AHRI has not received payment by the registration 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 National Vocational Education and Training Regulator Act 2011.

## AHRI membership

Being a member of AHRI is highly beneficial during the duration of your studies with AHRI, as well as for the duration of your HR career. 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 Human Resource Management. You also gain full access to our Australian HR Capability Framework and Capability Assessment tool.

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 before you enrol. Visit our [website](#) for more information.

## Resources – course textbook

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

Item
Raymond J Stone (2024), <i>Human Resource Management</i> , 11 <sup>th</sup> Edition
Link to purchase either Digital or Print version: <a href="#">Human Resource Management, 11th Edition - 9781394183593 - Wiley Direct</a>



# Enrolment Information

## Entry requirements

To enrol in the BSB40420 Certificate IV in Human Resource Management, you will need to meet the following requirements:

- Be 18 years or older at the time of enrolment.
- Hold a valid USI (Unique Student Identifier). Create or check your USI at [www.usi.gov.au/students/get-a-usi](http://www.usi.gov.au/students/get-a-usi)
- Have reliable internet access and a computer or laptop (with audio/video capabilities) for online learning and virtual meetings. Mobile devices alone are not sufficient.
- Be comfortable using a computer, including:
  - Word processing, spreadsheets, and presentation software (e.g., MS Office or similar)
  - Sending and receiving emails
  - Navigating websites and web-based applications
- Suitability Assessment: as part of the enrolment process, you will complete a pre-training review and a Language, Literacy, and Numeracy (LLN) assessment to confirm your suitability for the course
- Important Note for International Students: AHRI is not a registered CRICOS provider. As a result, we are unable to accept enrolments from individuals who are in Australia on a student visa (subclass 500). If you are currently on a student visa, please explore options with CRICOS-registered providers for your study needs.

## 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.

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. Please ensure that all information on your USI registry record and in your enrolment with us is accurate and up to date.

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](http://www.usi.gov.au). Once the process is complete you will be instantly issued with your USI. You **MUST** 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:

- Training Plan: the Training Plan provides an outline and schedule of the learning and assessment that will occur as you complete the course. Make sure you review and comprehend the training plan. Complete and submit the Training Plan
- Course Handbook: must read the AHRI Certificate IV in Human Resource Management Course Handbook
- AHRI Guidelines: must read all the policies and guidelines and complete a short quiz
- Course Induction Webinar (recommended): Join one of our Academic Coordinators during your onboarding week as part of the induction to learn about the course, assessments and key dates

# Skills Recognition

## Credit Transfer (CT)

Credit Transfer is available at no cost to the student as part of the enrolment process. Credit Transfer applies when a student has already met the learning/competency outcomes of a unit or units in the course (or a superseded and equivalent version or the unit/s) through previous formal learning.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is available prior to enrolling in the program. This process allows you to have your existing skills and knowledge gained through work and life experience formally recognised, provided they meet the competency standards of VET training.

**Note:** RPL applications close prior to standard registration close dates. Completed applications with supporting documents must be received by Student Support by the closing date. Please refer to the website or [Key Dates](#) section of this guide for the RPL closing dates.

If Credit Transfer (CT) or Recognition of Prior Learning (RPL) is granted, you will be exempt from completing the assessment for that unit of competency. Where a topic or assessment covers more than one unit, and CT or RPL is not approved for all units within the topic, you will still need to complete the assessment for any units that have not been granted CT or RPL.

## RPL fees

Students may apply for RPL for any number of unit of competencies in seven (7) topics within the Certificate IV in Human Resources qualification but must be able to demonstrate sound knowledge and understanding of **each unit of competency that makes up the entirety of the selected topic/s**.

RPL fees are calculated by unit of competency and membership status. 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 for RPL is calculated at \$266 for AHRI members and \$320 for non-members. The cost will be calculated individually by the Student Support team.

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

For further guidance on CT or RPL, go to our website at [Recognition of Prior Learning](#) or contact AHRI at [studentsupport@ahri.com.au](mailto:studentsupport@ahri.com.au) for more information.



# Assessment Requirements

## Assessment Tasks

Assessment in the BSB40420 Certificate IV in Human Resource Management are designed to evaluate both your theoretical knowledge and practical skills. A variety of assessment methods may be used throughout the course, including:

- Knowledge questions - to test your understanding of key HR concepts and legislation.
- Case studies - to assess your ability to apply knowledge in realistic workplace scenarios.
- Practical demonstrations - where you may be asked to perform HR-related tasks to demonstrate competency.
- Report writing or project work - involving the creation of workplace or simulated workplace documents, such as HR plans or performance management reports.

Your Academic Coordinator (trainer/assessor) will guide you through the requirements of assessment tasks, and you will receive feedback to support your learning. Assessments are competency-based, meaning you'll be evaluated on your ability to meet the required unit of competency requirements.

## Group Assessments

Some units in your course include mandatory group assessments. These assessments are designed to reflect real workplace situations or simulated environment, where collaboration and teamwork are essential skills. Before you enrol, it's important to understand that:

- Participation in group assessments is a required part of the course and must be completed successfully to be deemed competent in certain units.
- You will need to work with other students or peers to complete tasks, activities, or projects as part of these assessments.
- Group assessments will be conducted online, either with or without the assessor and may also be completed in your own workplace environment, helping you develop practical skills relevant to your professional role. Academic Coordinators will provide support and guidance, but active participation from each group member is essential.
- If you are unable to participate in group work due to valid reasons (e.g. personal circumstances), you should discuss this with Student Support before enrolling to explore available options.

## Assessment submission

Assessments are submitted in electronic format and uploaded to the AHRI online student portal. The Course Handbook (provided to students at course commencement) and Canvas contain detailed information about how students can upload assignments and view assessment progress and results using the student portal.



# Student Study Support and Services

## 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:

- The learning and support needs of all students are identified and assessed upon entry into a program through information provided by students upon registration and during the onboarding 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.

## 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 reasonable alternative arrangements for assessment are available where required.

Alternative versions of key information can also 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.

## Reasonable adjustment

Reasonable adjustment to learning and assessment can be made available for learners with a disability and / or special needs. 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/ needs. Where advanced support needs are required outside of the scope of 'reasonable' adjustments, students are responsible for additional costs that may arise for accommodations that incur additional costs.

## Student rights and responsibilities

Students have the right and responsibilities 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,
- 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, and
- to treat staff and education team with respect, fairness, and courtesy.

## Registered Training Organisation (RTO) rights and responsibilities

The RTO (AHRI 110087) has the right and responsibilities to:

- deliver quality training and assessment in compliance with RTO Standards and AQF requirements,
- Provide prompt and equitable resolution for the complaints and appeals matters, as well as any plagiarism matters,
- issue AQF certification documentation within 30 calendar days of a student being assessed as meeting the requirements of their training program—providing all agreed fees the student owes have been paid, and
- specify all relevant fee information and payment terms and conditions, and where there are any changes to the agreed services that will affect the student, including in the event of The RTO AHRI closing down, the RTO will advise the learner in writing within 10 business days of the event; this includes changes to any new third-party arrangements or a change of ownership or any changes to existing third party arrangements.

## 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 feedback, complaints and 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:

[Complaints and Appeals Policy](#).

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

- Student will be sent an acknowledgement formal lodgement of the complaint or appeal.
- All reasonable measures will be used to finalise the process as per the policy.
- The student's enrolment will be maintained while the complaint or appeal is being investigated.
- 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.
- Please refer to the policy for detailed process

## Deferral and withdrawals

### Course deferrals

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 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 or Student Support team to discuss your options to determine whether deferral is the most appropriate option.

### Conditions of deferral

- All deferral requests must be submitted by completing the deferral form in Canvas. Deferrals will only be accepted once the completed form has been received.
- 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
Before the registration close date	No cost
After the registration close date and within one (1) week of the program commencement date	\$300 administration fee applies
On or after week two (2) of the program commencement date	Deferrals are not permitted unless a special consideration request is approved, in which case a \$300 administration fee applies

### Course Withdrawal

Course withdrawal applies to a student who has secured a place in the course and wishes to permanently withdraw from the program.

Before withdrawing from the program, please check the withdrawal fees and timelines in the Certificate IV in HRM Course Handbook and speak with your Academic Coordinator or Student Support team to discuss your options. This will help ensure that withdrawal is the most appropriate choice for your circumstances. You may also wish to consider alternative options, such as deferral, as outlined in the Course Handbook.

### Conditions of withdrawal

- All withdrawal requests must be submitted by completed the withdrawal form in Canvas. Withdrawals will only be accepted once the completed form has been received.
- 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.



## Withdrawal timelines and fees

Timeline	Refund
Before the registration close date	Refund available, less a \$75 administration fee
After the registration close date and within one (1) week of the program commencement date	Refund available, less a \$300 administration fee
On or after week two (2) of the program commencement date	Withdrawals are not permitted unless a special consideration request is approved, in which case a \$300 administration fee applies

Withdrawal fees and time periods applies irrespective of fee payment method.

Note: The administration fee will be deducted from the course fee paid by the student upon enrolment into the course.

## Cooling-Off Period

In accordance with the Australian Consumer Law, if your enrolment is completed under an unsolicited consumer agreement (such as through an uninvited phone call or door-to-door contact), you are entitled to a 10-business-day cooling-off period. During this time, you may cancel your enrolment without penalty and receive a full refund.

In all other cases, cancellations and refunds are managed under our standard Fees and Refund Policy, which ensures fairness and transparency in line with consumer rights.

## 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 AHRI. 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.

## 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](mailto: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](http://www.ahri.com.au/privacy-policy)

### Privacy notice

#### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

#### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

#### How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

#### How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy)

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

### **Surveys**

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### **Contact information**

At any time, you may contact Australian Human Resources Institute to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

### **Student Support**

Tel: 1300 811 880 (toll free number)

Email: [studentsupport@ahri.com.au](mailto:studentsupport@ahri.com.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:

<b>Academic Coordinators/ Assessors</b>	<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. Academic Coordinator are your trainer and assessor for the purpose of training and assessing the units of competency for this course.</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>
<b>AHRI Student Support team</b>	<p>Assistance is available from AHRI’s dedicated Student Support team by phone or email <b>9:00am – 5:00pm (AEST/AEDT) Monday to Friday</b>, excluding public holidays. You can contact AHRI at <a href="mailto:studentsupport@ahri.com.au">studentsupport@ahri.com.au</a> or on 1300 811 880</p>
<b>IT support</b>	<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 for the entire time. Occasionally, there may be some down time during software updates or technical issues in the Learning Management System (LMS).</p> <p>Where this is the case, AHRI will notify all students as soon as reasonably possible that the LMS will not be available during a specific 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>
<b>Education support</b>	<p>All students are supported by an Academic Coordinator who is contactable via Canvas (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>



## IT requirements

You will access your learning materials using Canvas (the learning management system). 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)
- A reliable internet connection with an up to date internet browser (we recommend Edge, Chrome or Firefox).

## 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 upload assessments in multiple file formats
- Be comfortable working with multiple file formats inc. Microsoft Word, Excel and PowerPoint
- Research the internet
- Dial into and join the conferencing platform (Teams or Zoom)
- Use the student portal 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 digital 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 sessions.

Ongoing feedback will be provided as you study through:

- Interaction with Academic Coordinators in workshops / 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 midpoint 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 Student Support 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.

[Online Service Standards Policy](#)