

- ✓ Recruitment Services
- ✓ Labour Hire Services
- ✓ Employment Agencies

DESIGNING YOUR OWN QUALIFICATION PACKAGE

This qualification consists of fourteen (14) units of competency comprising of seven (7) compulsory units and seven (7) elective units.

The seven (7) electives can be selected from Work Savvy Training's 'Recommended Elective Units' list, or from an extensive range of other elective options which we can provide when negotiating the traineeship plan.

Talk to us and we will assist you to design the most appropriate training plan for your Trainee and/or workplace.



Work Savvy Pty Ltd
NTIS ID 91778

www.worksavvytraining.com.au

1300 764 828

CHC42008 Certificate IV in Employment Services Units of Competency



Core Units (compulsory)

Use targeted communication skills to build relationships —CHCCOM403A

This unit describes the knowledge and skills required to apply specific workplace communication techniques to build and maintain relationships with clients and colleagues based on respect and trust.

Work within a relevant legal and ethical framework —CHCCS400B

This unit describes the knowledge and skills required to work within a legal and ethical framework that supports duty of care requirements.

Work effectively in employment services—CHCES311B

This unit describes the knowledge and skills required to prepare a person to work in the employment services area. Topics include understanding the impact of unemployment, identifying barriers to employment, identifying key stakeholders and contacts in the industry, relevant government legislation, duty of care and ethical standards.

Collect, analyse and apply labour market information—CHCES411A

This unit describes the knowledge and skills required to collect, analyse and apply labour market information as a means to improve delivery of employment services.

Contribute to OHS processes—HLTOHS300B

This unit specifies the workplace performance required by an employee to contribute to OHS processes where there is responsibility for own work outputs and possibly limited responsibility for the work output of others.

Monitor and improve contracted employment services—CHCES415A

This unit describes the knowledge and skills required to monitor and improve contractual compliance in the delivery of employment services in a team or in own job role. Elements in this unit include meeting contractual requirements, monitoring compliance with government contract and implementing improvements to contractual compliance.

Maintain an effective work environment—CHCORG405D

This unit describes the knowledge and skills required to meet individual responsibilities within a work group. Elements include; Work to achieve identified outcomes; Establish and maintain appropriate work relationships; Facilitate operation of the workgroup and review and develop own performance.

Recommended Elective Units

Seven (7) electives may be chosen from this list. Talk to us about additional elective options not listed here.

Business Development

Develop and implement business development strategies to expand client base—BSBEMS401B

This unit covers the skills and knowledge required to develop and implement prospecting strategies to expand the base of employer clients seeking to employ staff. Elements in this unit include; developing strategies to identify potential employer clients, initiating relationships with potential employer clients, managing client relationship and utilising networks to expand employer client base.

Build client relationships and business networks—BSBREL402A

This unit develops the skills and knowledge required to establish, maintain and improve client relationships, and to actively participate in networks to support attainment of key business outcomes. This unit primarily applies to marketing and sales professionals who depend on excellent interpersonal relationships and communication skills to achieve outcomes.

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RECOMMENDED ELECTIVE UNITS

This qualification has a wide range of elective options to ensure that the qualification can address individual and workplace requirements.

We have recommended a variety of units that we believe would best suit most roles in the Recruitment Services Industry, however there are many more elective options available.

We are happy to meet with you to discuss additional options for tailoring this qualification. Call us any time for more detail on other elective options not listed in this document.



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Promote products and services— BSBMKG413A

This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services.

Recruitment & Candidate Management

Manage the recruitment process for client organisations—BSBEMS404B

This unit develops the skills and knowledge required to develop and implement strategies to source and assess candidates for placement purposes. The unit covers elements including, providing advise on recruitment strategy to client, determining the job specifications with client, managing the recruitment process, assessing and selecting candidates and referring candidates to complete the placement process.

Develop and implement strategies to source and assess candidates— BSBEMS402B

This unit develops the skills and knowledge required to develop and implement strategies to source candidates and to assess their suitability for available positions.

Develop and provide employment management services to candidates— BSBEMS403B

This unit develops the skills and knowledge required to provide employment services to candidates that assist in the retention and management of candidates by the organisation.

Additional Units (Maximum 2)

Recruit, select and induct staff— BSBHRM402A

This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle. This unit applies to individuals with a role in recruitment, selection and induction functions who work under the direction of a human resources manager.

Manage separation or termination— BSBHRM507A

This unit describes the performance outcomes, skills and knowledge required to deal with redeployment, resignation, retirement, dismissal and redundancy, including the conduct of exit interviews.

Address customer needs—BSBCUS402A

This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed.

Identify and plan sales prospects— BSBSLS407A

This unit provides the skills and knowledge required to identify potential sales prospects by applying prospecting methods, and to manage own sales performance by establishing a sales plan and managing stress, time and sales-related paperwork.

Present, secure and support sales solutions—BSBSLS408A

This unit provides the skills and knowledge required to present sales solutions that respond to the specific buying needs of a client, and to use sales processes associated with securing prospect commitment to proceed with a sale. The unit also includes attending to post-sales activities that build and strengthen the partnership between a salesperson and the client, and enhance the prospect of future sales.