



DIPLOMA OF BUSINESS (HUMAN RESOURCES)

SGA Subject*	Purpose Statement
Word Processing	This subject will provide the learner with the knowledge and skills to prepare and produce short routine letters, notes, memos and records using word processing software.
Produce Business Documents	This subject will provide the learner with the knowledge and skills to produce various business documents, including selecting and using a range of functions on a computer application.
Databases	This subject will provide the learner with the knowledge and skills to create simple data tables, forms, reports and queries to create a simple database that is used for storage and retrieval of information.
Workplace Communication	This subject will provide the learner with the knowledge and skills required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence, including specifying the outcomes required to plan, draft and review a basic document before writing the final version.
Research and Reporting	This subject will provide the learner with the knowledge and skills to gather, organise and present workplace information using available systems. It includes researching business information using Internet, intranet or extranet, and reporting on research outcomes.
Workplace Safety	This unit will provide the learner with the knowledge and skills to demonstrate awareness of OHS responsibilities of employees (including those with supervisory responsibilities) to implement and monitor the organisation's Occupational Health and Safety policies, procedures and programs in a small team to meet legislative requirements.
Management of Change	This subject will provide the learner with the knowledge and skills to contribute ideas for improved and innovative work practices and to support and promote the implementation of innovative work practices to effect change. Also to creatively ensure individuals, the team and the organisation gain from change, and that the customer benefits through improved products and services.
Ensure a Safe Workplace	This subject will provide the learner with the knowledge and skills to establish, maintain and evaluate the organisation's Occupational Health and Safety policies, procedures and programs in the relevant work area in accordance with OHS legal requirements.
Manage Performance Management Systems	This subject covers the major components of managing and supporting performance management systems. Day-to-day coaching and informal feedback, leading to regular performance feedback sessions, are covered. Specific interventions associated with underperformance and/or misconduct are also included.
Industrial Relations	This subject covers the range of competencies required of a manager who has day-to-day involvement in, and management of, industrial relations matters within the organisation. It includes negotiations, conflict management and dispute resolution.
Manage Human Resource Consultancy Services	This subject covers the provision of human resource services to assist management in the day-to-day operation of the organisation. It is not service-specific and forms the basis for many of the activities undertaken through other HR Units.
Manage Recruitment, Selection and Induction Processes	This subject covers all aspects of the recruitment, selection and induction processes from the perspective of a HR manager responsible for ensuring the organisation undertakes these processes in accordance with predetermined policies and procedures.



Remuneration and Employee Benefits	This subject covers the implementation of an organisation's remuneration and benefit plans. It incorporates all functions associated with this important HR area, including remuneration packaging, market rates reviews and the legislative aspects of remuneration and employee benefits.
Rehabilitation Programmes	This subject covers the processing and analysis of both workers' compensation and sick leave claims to establish rehabilitation needs and return-to-work programmes. It also covers the establishment of these programmes and their monitoring, on-going review and evaluation.

* Embedded within each subject is a cluster of endorsed national units of competency.