



INTERNATIONAL
CONSULTANTS TO BUSINESS



“... providing unique training courses designed BY Managers for Managers.”

Management Training & Business Courses

The 30 unique training courses are part of the only program of its kind in Australia. It is for business owners, (small to medium), current managers wanting to upskill and staff intending to become a manager in the future. Trainees can select to do one or more of the 30 courses that they feel are currently relevant now in their career. Their training will also have a valuable benefit to the businesses they are working for. The courses are delivered uniquely and easily on-line, any time and on any device. Also included with the training is online tutoring, mentoring and assessment.

Human Resources Management

1.0 Introduction

2.0 Principle human resource issues

- 2.1 Staff benefits/entitlements
- 2.2 Training and development/career planning
- 2.3 Remuneration
- 2.4 Performance appraisals

3.0 Core values

4.0 Social justice legislation

5.0 Equal opportunity

- 5.1 Basic concepts of equal opportunity
- 5.2 Discrimination
- 5.3 Grounds under which it is unlawful to discriminate
- 5.4 Harassment

6.0 Affirmative action legislation

7.0 Recruitment and selection

- 7.1 Planning
- 7.2 Job descriptions
- 7.3 Selection criteria
- 7.4 Self selection
- 7.5 Assessment of applicants
- 7.6 Interview process
- 7.7 Selection process

8.0 Human resource services available in industry today

8.1 Stress analysis

8.2 Sexual harassment

8.3 Industrial relations policies

9.0 Summary

Purpose:

To develop a knowledge of human resource issues in the operations environment and to be able to effectively manage all related requirements according to corporate policies and corresponding directives.

Aims:

To develop an awareness of the scope of Human Resource issues along with the ability to apply these principles in a professional manner.

Objectives:

As an outcome of completing this topic you will be able to:

- To identify the principal human resource issues that apply to managing a service operation.
- Describe the process of appraising the performance of staff.
- Explain human resource policies relevant to a service business.
- Describe the process for recruiting staff with emphasis on selection.
- Identify human resource services available in industry today

Introduction

Human Resources Management varies depending on the structure of the organisation and whether it is large, medium, or small.

Large companies will often have a separate human resources department that is required to provide support services to all divisions and departments within the organisation.

In organisations where 'profit centres' operate, there may be a Human Resources manager appointed to a business unit that operates one or more profit centres. Irrespective of how the Human Resources function operates in an organisation, line managers must have a good understanding of organisational policy with respect to HR issues, and be able to apply the principles of these policies when dealing with staff.

Without this knowledge line management can be confronted with issues that can lead to unfortunate consequences simply due to ignorance. Take the issue of 'sexual harassment' for example. An uninformed manager or supervisor can inadvertently create a very untidy situation where conflict and interpretation of issues involved are aggravated by the manager or supervisor concerned.

This is just one example of emerging issues that require skill and understanding to ensure that unnecessary conflict in the work place is avoided.

With respect to staff matters in particular, managers need to be sufficiently astute to avoid creating precedents that can be easily exploited elsewhere. In these situations, managers should carefully assess the issue concerned, be prepared to seek advice from HR as appropriate, and consult with peers.

The process of analysis should anticipate any flow on ramifications, particularly if the issue relates to staff benefits.

Including Online Tutoring, Mentoring and Assessment.

Course report available to the employer, on request.

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Testimonials of Excellence

"Even with my 10 years' experience in a service department as a supervisor, this course has given me more confidence and direction, I now see things from a management perspective and am able to deal with situations more competently."

Stephen W, OCE (Australia)

"My job satisfaction has increased and I believe that I am becoming a more valuable contributor to my organisations operations."

Lindsay W, Service Solutions P/L (Australia)

"Excellent, first class content. Balanced delivery. The value of this course is the scope. It covers the many aspects of management and provides a very good understanding of all the areas covered."

Tom McD, Siemens Nixdorf (Australia)

"It enables the line manager to effectively converse with, and understand other departments in an organisation."

Martin B, Schindler Lifts (Australia)

YES - we would like further information on the training courses for our staff and members, and also receive a FREE business publication.

Contact Garry Prigg for more information -

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Garry Prigg
FOUNDER AND CEO
International
Consultants to Business

"These courses will be invaluable to business owners and their staff to upskill on specific business training needs."