BSB42015 - Certificate IV in Leadership and Management

Certificate IV in Leadership and Management reflects the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts.

As well as assuming responsibility for their own performance, individuals at this level provide leadership, guidance and support to others. They also have some responsibility for organising and monitoring the output of their team.

Course Accreditation

This course is nationally recognised under the Australian Qualifications Framework (AQF).

Entry Requirements

- be 18 years or older;
- LLN - This is an on-line correspondence course so you need to have basic English reading and writing skills, or higher. As such, entry to the course requires English proficiency equivalent to Australian Year 10 level, a NRT or Trade qualification at the Certificate II level or higher, or 2 years of industry work experience. Numeracy are required to a basic level e.g. calculations with calculators.
- To give yourself the best chance of success in this course it is recommended that you have completed a Certificate III level qualification or equivalent.

Resources required

Computer and Internet

You will need access to a computer and the internet to complete this course.

Once enrolled, you will be emailed your login details to the learning management system. You can then access your course materials immediately.

In addition, the following software and hardware may be required depending on subjects being undertaken:

- Broadband Internet Connection
- Internet explorer version 6 or above, Mozilla Firefox, Chrome
- Microsoft Office 2007 or later
- Minimum 2GB of Ram
- CD-ROM or DVD drive
- Adobe Reader XI or equivalent
- You will also need access to a phone, printer, photocopier and scanner
- Adobe Flash Player 10 or higher
- Camera (Optional)

Specific requirements for Mac OS users:

- Mac OS X v 10.5 or higher (Mac OS X v 10.6 or higher is recommended)
- 1 gigahertz (GHz) or faster Intel processor (2GHz or faster recommended)

Specific requirements for Windows users:

- Microsoft Windows XP or higher (Windows 7 or higher is recommended)
- 1 gigahertz (GHz) or faster processor (2GHz or faster recommended)

Course Delivery

- **Online learning – Self Paced**
  Your training program is delivered via online self-paced learning. Candidates are guided through the program with the assistance self-instructed learning materials, and online support from a Workforce Training & Development trainer/assessor.

- **RPL**
  A formal online process for recognising skills and knowledge, RPL takes into account previous studies you may have completed as well as life and work experiences. You may be granted credits or exemptions for some units in this course.

- **Face to Face (by arrangement only)**
  The training program can be delivered to groups via face to face classroom delivery. As a part of the group you will be guided through the program by a Workforce Training & Development Trainer.

Course Duration

- **Online learning – Self Paced**
  As the course is online and self-paced, completion rate is at the learner’s discretion. However, learner should aim to complete one unit per month with a total completion time limit of 13 months. An extension can be purchased should further time be required to complete the qualification at an extension fee of AU$ 150 per month or AU$ 350 for 3 months.

  Recommended hrs of study is 15 to 18 hrs per week

  Where the learner cohort consists of new entrants or inexperienced workers, they may require a longer timeframe of 23 hrs or more per week

- **RPL**
  As the RPL is online and self-paced, completion rate is at the learner’s discretion. However, learner should aim to complete within 7 months. An extension can be purchased should
further time be required to complete the qualification at an extension fee of AU$ 150 per month or AU$ 350 for 3 months.

- **Face to Face**
  As per arrangements

## Course Subjects/Units

To achieve BSB42015 - Certificate IV in Leadership and Management, **12 units** must be successfully completed: (4 of which are Core units).

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<thead>
<tr>
<th>Units</th>
<th>Prerequisite Unit(s)</th>
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<tbody>
<tr>
<td><strong>BSBWOR404 - Develop work priorities</strong></td>
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<tr>
<td>This unit describes the skills and knowledge required to monitor and obtain feedback on own work performance and access learning opportunities for professional development.</td>
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<td><strong>BSBLDR402 - Lead effective workplace relationships (C)</strong></td>
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<tr>
<td>This unit defines skills, knowledge and outcomes required to use leadership to promote team cohesion. It includes motivating, mentoring, coaching and developing the team and forming the bridge between the management of the organisation and team members.</td>
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<tr>
<td><strong>BSBLDR401 – Communicate effectively as a workplace leader (C)</strong></td>
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<tr>
<td>This unit describes the skills and knowledge required to communicate effectively as a workplace leader, including understanding the context, choosing methods of communication to suit the audience, and following up.</td>
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<tr>
<td><strong>BSBREL402 - Build client relationships and business networks</strong></td>
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<tr>
<td>This unit describes 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.</td>
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<tr>
<td><strong>BSBCUS402 - Address customer needs</strong></td>
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<tr>
<td>This unit describes the skills and knowledge required to manage an ongoing relationship with a customer over a period of time. This includes helping customers articulate their needs and managing networks to ensure customer needs are addressed.</td>
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<tr>
<td><strong>BSBMGT403 - Implement continuous improvement</strong></td>
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<tr>
<td>This unit describes the skills and knowledge required to implement the organisation’s continuous improvement systems and processes. It covers using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.</td>
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<tr>
<td><strong>BSBLDR403 – Lead team effectiveness (C)</strong></td>
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<tr>
<td>This unit defines skills, knowledge and outcomes required to plan and supervise the performance of the team and develop team cohesion.</td>
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BSBRSk401 - Identify risk and apply risk management processes
This unit describes the skills and knowledge required to identify risks and to apply established risk management processes to a defined area of operations that are within the responsibilities and obligations of the role.

BSBPmg522 – Undertake project work
This unit describes the skills and knowledge required to undertake a straightforward project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify

BSBLED401 – Develop teams and individuals
This unit describes the skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.

BSBFIA402 – Report on financial activity
This unit describes the skills and knowledge required to report financial activity for business both in response to client requests and to meet statutory requirements such as the completion of financial reports.

BSBMGT402 – Implement operational plan (C)
This unit describes the skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, planning and acquiring resources and providing reports on performance as required.

Course Materials
You will be provided access to learning materials including:

- Learners Guide
- Learners additional resources
- Videos
- Website Links
- Revision Quizzes
- Assessments
- Additional assessment resources

Payment Options

PAY UPFRONT: You have the option to pay course fees upfront utilising either credit card payment or through PayPal.

PAYMENT PLAN: Alternatively, you have the option of entering into a payment plan based on monthly or per unit payment
Course Fee

Online learning self-paced – AU$ 2800
RPL – AU$ 900

Refund Policy

- Students who notify to cancel their enrolment within 5 days of commencement of course/unit and the resources are not downloaded from our Learning Management System can get a full refund however an administration enrolment fee of AU$250 will be retained.

- Students who notify to cancel their enrolment after 5 days of commencement of course/unit and prior to 1 month will receive a refund of 75% of course fees excluding the enrolment fee of AU$250.

- Students who cancel their enrolment after 1-month of the commencement of training program has commenced will not be entitled to a refund of fees of any fees paid in advance.

The amount retained by Workforce Training & Development is required to cover the costs of staff and resources which will have already been committed based on the student’s initial intention to undertake the training.

Assessment

To successfully complete the course, you will be required to complete a range of assessment activities to test

a) General
b) Specific and
c) Performance based knowledge

Assessment may take the form of written, oral questioning, case studies, workplace observations, or third party reports.

Assessment is used to provide candidates with feedback on their progress and to measure their skills and knowledge against the training qualification requirements and those of the industry.

Training outcome

Candidates successfully completing the course will receive a Certificate IV in Leadership and Management. Candidates who partially complete the course will receive a Statement of Attainment for the units of competency that they have successfully completed.
Potential career opportunities

- Team Leaders
- Office Managers
- Supervisors
- Leading Hands

Please visit our website for more details & to refer to policies and procedures

http://www.workforceonline.edu.au/