

BSB42015 CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT



This qualification 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. They apply solutions to a defined range of predictable and unpredictable problems, and analyse and evaluate information from a variety of sources.

ENTRY REQUIREMENTS / EXISTING SKILLS & KNOWLEDGE

There is no formal entry requirement to enter in the qualification.

Under the traineeship program students will need to meet the Selection Criteria requirements to be eligible to enter into this course. Evidence of the student meeting the Selection Criteria will be collected as part of the Enrolment process.

- 15 years or older
- No longer at school
- An Australian Citizen, permanent resident, or humanitarian VISA holder
- Relevant prior training and/or employment
- Current employment relevant to this qualification
- Numeracy, literacy & language to be able to communicate at a confident level.

TARGET CLIENT GROUP

- Existing workers who have at least 3 years' experience and wish to upgrade their skills and knowledge into a new or existing industry sector
- Existing workers who wish to move into a leadership and management role within their industry, and this qualification giving them the stepping stones to do so.
- Existing workers who wish to have their current skills and knowledge recognised
- Existing workers who wish to move into higher positions within their industry

EMPLOYMENT OPPORTUNITIES

Job roles and titles vary across different industry sectors. At the completion of this qualification, individuals will be able to manage in a front-line capacity in a wide range of organisational and industry contexts. They may have existing qualifications and technical skills in any given vocation or profession yet require skills or recognition in supervisory functions.

Employment opportunities relevant to this qualification may include Coordinator, Leading Hand, Supervisor, Team Leader.

CAREER PATHWAY

A number of career pathways are available to you typically with further study, such as Team Leader or Site/Department Manager. Students attend to this course able to be:

- in a frontline management role;
- responsible for other staff and their workload;
- managing their own work load;
- responsible for some "senior" level work; and
- able to initiate and have discretion in the use of resources.

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SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment

COURSE OUTCOMES

Gain the skills required to:

- Communicate with team members and management to ensure open communication channels and to clarify issues
- Be a role model for team members
- Develop work objectives through consultation
- Prepare work plans and budgets
- Support the introduction of change through coaching and mentoring colleagues and team members
- Collect and manage information by using business technology such as computer programs and telecommunications
- Develop risk management approaches
- Identify and develop work practices opportunities
- Prioritise tasks
- Resolve conflict and disputes in the work team

DELIVERY ARRANGEMENTS

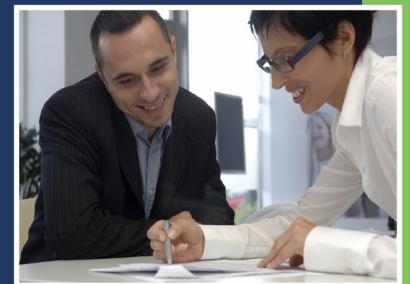
The Certificate IV program is typically delivered over a minimum 12 month period using a blend of on and off the job approaches. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined the volume of learning is a minimum of 600 hours for total volume of learning at Certificate IV level. The qualifications can be fast-tracked, depending on current competencies of the learner who has existing skills and experience. Fast track means the learner can complete the qualification as early as 6 – 7 months depending on their existing skills and time in completing the requirements of the qualification. For learners completing the qualification via classroom/off the job arrangements, we have set a minimum of 24 hours of face-to-face group training sessions for Certificate IV level, ie. 12 units x 2 hour workshops. In this way learners can learn from each other while being guided by the experienced facilitator.

DELIVERY METHODS

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

RPL: If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow 600 hours to complete the qualification in this format regardless. With sufficient and current evidence the learner may be able to complete in less hours.

Group sessions: There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have a 12 session structure Certificate IV in Leadership and Management, however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative and formative assessments that include research, written tasks and demonstration activities.



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more details and
assistance with
qualifying staff



Flexible: It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 600 hours regardless.

Blended Approach: You may prefer a combination of face-to-face sessions supported by email support and telephone conferencing. We can structure a program by incorporating all of these options.

ASSESSMENT METHODS

Demonstration/Practical Skills – A range of observation techniques have been included in the assessment tools to help identify the students' ability to demonstrate their competence against the performance criteria and assessment conditions. This gives the student the opportunity to demonstrate their skills applicable to their job role and workplace.

Written Questioning – The student will be asked to complete a series of written short answer questions based on their knowledge of the unit. Their assessor will ask them a series of verbal questions to confirm their written responses. This usually occurs during an on-site observation/demonstration, where students explain their knowledge based on workplace application.

Written Project – A written assessment tool is provided to the student to gather evidence using a range of methods, these could include research and evidence gathering before documenting the project. The project is normally scenario-based or specific to the learner's workplace. In some cases, the student is required to collect a portfolio of evidence to demonstrate their competency against the relevant units.

Observation and Third Party Reports – a Third Party Report is provided to a supervisor or employer to gather evidence of the students' competency on the job. This Report is then reviewed and signed off by the Assessor.

A language/literacy/numeracy test is carried out prior to commencement of your course to ensure that every student is capable of completing the course in which they have enrolled. The LLN test also helps us to identify those students who may need additional support during their learning journey.

COURSE FEES

RPL: There is an RPL fee of \$250 plus GST per unit.

Group sessions: Two hour training sessions are \$1200 plus GST for up to 20 people. The cost of the qualification is \$3400 per person.

Flexible Work Based: \$3000 inclusive of all learning materials, assessment tasks, communication with trainer/assessor and issuing of qualification upon successful completion.

REFUND POLICY

In the case of cancellations, Target Training will refund full amount paid if 14 days notice [before work is due to commence] is provided, otherwise a cancellation fee of \$500.00 will apply.

MONEY BACK GUARANTEE

Target Training offers a full money back guarantee on all services, if you are not fully satisfied.

COURSE FEES, PAYMENTS, REFUNDS AND CERTIFICATION:

This information is found in a separate document. Contact us for more details.

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COURSE STRUCTURE

To complete this qualification, the student is required to complete 12 Units. This comprises 4 core units (as per the list below) and 8 elective units. 4 units must be selected from Group A. 4 Additional electives may be selected from Group A or Group B. If not listed below 1 elective unit maybe chosen from a Certificate IV or Diploma qualification offered by Target Training.

Core Units

BSBLDR401	Communicate effectively as a workplace leader
BSBLDR402	Lead effective workplace relationships
BSBLDR403	Lead team effectiveness
BSBMGT402	Implement operational plan

Elective Units – Group A

BSBINN301	Promote innovation in a team environment
BSBLDR404	Lead a diverse workforce
BSBMGT403	Implement continuous improvement
BSBREL402	Build client relationships and business networks
BSBRISK401	Identify risk and apply risk management processes
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
BSBWOR404	Develop work priorities

Elective Units – Group B

BSBADM409	Coordinate business resources
BSBCMM401	Make a presentation
BSBCUS401	Coordinate implementation of customer service strategies
BSBCUS402	Address customer needs
BSBCUS403	Implement customer service standards
BSBINM401	Implement workplace information systems
BSBLED401	Develop teams and individuals
BSBMGT401	Show leadership in the workplace
BSBMGT404	Lead and facilitate off-site staff
BSBMKG413	Promote products and services
BSBPMG522	Undertake project work
BSBSUS401	Implement and monitor environmentally sustainable work practices
BSBWRT401	Write complex documents

Learning Outcomes

Here is a selection of units below. For more information on other units please contact us.

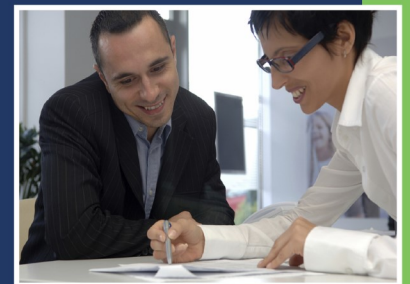
CORE UNITS:

BSBLDR401 Communicate effectively as a workplace leader

1. Identify context for communication
2. Clarify message and engage communication
3. Take follow-up actions

BSBLDR402 Lead effective workplace relationships

1. Collect, analyse and communicate information and ideas
2. Develop trust and confidence as leader
3. Develop and maintain networks and relationships
4. Manage difficulties into positive outcomes



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BSBLDR403 Lead team effectiveness

1. Plan to achieve team outcomes
2. Lead team to develop cohesion
3. Participate in and facilitate work team
4. Liaise with management

BSBMGT402 Implement operational plan

1. Implement operational plan
2. Implement resource acquisition
3. Monitor operational performance

ELECTIVE UNITS:

BSBINN301 Promote innovation in a team environment

1. Create opportunities to maximise innovation within the team
2. Organise and agree effective ways of working
3. Support and guide colleagues
4. Reflect on how the team is working

BSBLDR404 Lead a diverse workforce

1. Identify the dimensions of workforce diversity
2. Factor diversity into team plans and operations
3. Engage with a diverse workforce
4. Support and encourage diverse workforce members

BSBMGT403 Implement continuous improvement

1. Implement continuous improvement systems and processes
2. Monitor and review performance
3. Provide opportunities for further improvement

BSBREL402 Build client relationships and business networks

1. Initiate interpersonal communication with clients
2. Establish client relationship management strategies
3. Maintain and improve ongoing relationships with clients
4. Build and maintain networks

BSBRISK401 Identify risk and apply risk management processes

1. Identify risks
2. Analyse and evaluate risks
3. Treat risks
4. Monitor and review effectiveness of risk treatment/s

BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

1. Provide information to the work team about WHS policies and procedures
2. Implement and monitor participation arrangements for managing WHS
3. Implement and monitor organisational procedures for providing WHS training
4. Implement and monitor organisational procedures and legal requirements for identifying hazards and assessing and controlling risks
5. Implement and monitor organisational procedures for maintaining WHS records for the team

BSBWOR404 Develop work priorities

1. Plan and complete own work schedule
2. Monitor own work performance
3. Coordinate professional development

BSBADM409 Coordinate business resources

1. Determine resource requirements
2. Acquire and allocate resources
3. Monitor and report on resource usage

BSBCMM401 Make a presentation

1. Prepare a presentation

BSBCUS401 Coordinate implementation of customer service strategies

1. Advise on customer service needs
2. Support implementation of customer service strategies
3. Evaluate and report on customer service

BSBCUS402 Address customer needs

1. Assist customer to articulate needs
2. Satisfy complex customer needs
3. Manage networks to ensure customer needs are addressed

BSBCUS403 Implement customer service standards

1. Contribute to quality customer service standards
2. Implement customer service systems
3. Implement team customer service standards

BSBINM401 Implement workplace information systems

1. Identify and source information needs
2. Collect, analyse and report information
3. Implement information systems
4. Prepare for information system changes

BSBLED401 Develop teams and individuals

1. Determine development needs
2. Develop individuals and teams
3. Monitor and evaluate workplace learning

BSBMGT401 Show leadership in the workplace

1. Model high standards of management performance and behavior
2. Enhance organisation's image
3. Make informed decisions

BSBMGT404 Lead and facilitate off-site staff

1. Facilitate off site work outcomes
2. Support off site staff
3. Manage off site staff performance

BSBMKG413 Promote products and services

1. Plan promotional activities
2. Coordinate promotional activities
3. Review and report on promotional activities

BSBPMG522 Undertake project work

1. Define project
2. Develop project plan
3. Administer and monitor project
4. Finalise project
5. Review project

BSBSUS401 Implement and monitor environmentally sustainable work practices

1. Investigate current practices in relation to resource usage
2. Set targets for improvements
3. Implement performance improvement strategies
4. Monitor performance

BSBWRT401 Write complex documents

1. Plan documents
2. Draft text
3. Prepare final text
4. Produce document

