

BSB42015 Certificate IV in Leadership & Management

Our expert trainers will work with you to:



- Become a role model of other team members
- Consult and develop objectives, action plans and goals
- Develop and implement risk management to address inefficiencies

Overview

Where: In the workplace or appropriate venue as discussed at enrolment

Duration: 10 months with scheduled training sessions every 4 weeks

Entry Requirements: No Entry Requirements for this qualification

Intake: Ongoing

Fees: www.wts.edu.au

Possible Job Outcomes: Sales team coordinator, Team Leader, Leading Hand

Pathway

- ➔ BSB51918 Diploma of Leadership Management
- ➔ BSB61015 Advanced Diploma of Leadership and Management
- ➔ BSB80315 Graduate Certificate in Leadership Diversity
- ➔ BSB80215 Graduate Diploma of Strategic Leadership

About this course

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.

	Unit of Competency to be addressed	Brief Outline of Session Content
1		Program Induction & Commencement
2	BSBLDR401 Communicate effectively as a workplace leader (C)	<ul style="list-style-type: none"> Identify context for communication Clarify message and engage communication Take follow-up actions
3	BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements (E)	<ul style="list-style-type: none"> Provide information to the work team about WHS policies and procedures Implement and monitor participation arrangements for managing WHS Implement and monitor organisational procedure for providing WHS training Implement and monitor organisational procedures and legal requirements for identifying hazards and assessing and controlling risks Implement and monitor organisational procedures for maintaining WHS records for the team
4	BSBWOR404 Develop work priorities (E)	<ul style="list-style-type: none"> Plan and complete own work schedule Monitor own work performance Coordinate professional development Implement operational plan Implement resource acquisition Monitor operational performance
	BSBMGT402 - C Implement operational plan (C)	
5	BSBLDR402 - C Lead effective workplace relationships (C)	<ul style="list-style-type: none"> Collect, analyse and communication information and ideas Develop trust and confidence Develop and maintain networks and relationships Manage difficulties into positive outcomes
6	BSBMGT401 Show leadership in the workplace (E)	<ul style="list-style-type: none"> Model high standards of management performance and behaviour Enhance organisation's image Make informed decisions
7	BSBLDR403 Lead team effectiveness (C)	<ul style="list-style-type: none"> Plan to achieve team outcomes Lead team to develop cohesion Participate in and facilitate work team Liaise with management Determine development needs Develop individuals and teams Monitor and evaluate workplace learning
	BSBLED401 Develop teams and individuals (E)	
8	BSBMGT403 Implement continuous improvement (E)	<ul style="list-style-type: none"> Implement continuous improvement systems and processes Monitor and review performance Provide opportunities for further improvement
	BSBINN301 Promote innovation in a team environment (E)	<ul style="list-style-type: none"> Create opportunities to maximise innovation within team Organise and agree effective ways of working Support and guide colleagues Reflect on how the team is working Serve food & drinks Clear food and drinks Complete end of shift duties







9	BSBCUS501 Manage quality customer service (E)	<ul style="list-style-type: none"> • Plan to meet internal and external customer requirements • Ensure delivery of quality products and services • Monitor, adjust and review customer service • Advise on customer service needs • Support implementation of customer service strategies • Evaluate and report on customer service
	BSBCUS401 Coordinate implementation of customer service strategies (E)	

(C)Indicates Core Unit (E) Indicates Elective units

To be successful in completing this certification, you must complete a total of **12 units, 4 core units and 8 electives.**

*If the student is not progressing as per the training plan a catch-up session will be needed.

Assessment methods may include:

-  Written work
-  Project/Case study
-  Supervisor/Third party
-  Practical demonstration of skills observed by a trainer/assessor and workplace supervisor
-  Role play
-  Learning activities

Delivery method: Face to face & on the job

WTS offers courses that are delivered through blended learning as a combination of face to face delivery at the workplace and online assessment that will be delivered remotely. Your blended studies will include:

1. Attending face to face training / assessment / workshop
2. Online activities / assessments
3. Assigned reading
4. Attending lessons conducted online

Blended learning requires self-discipline. You need to make time to attend online lessons and complete online activities / assignments / assessments as assigned by your Trainer / Assessor and to be completed those assigned tasks in the given timeline.

Victorian and Commonwealth Funding available to eligible participants.

For information about enrolment fees, payment schedules, cancellation fees and complaints procedures, please see our statement of fees and student information handbook on our website www.wts.edu.au

