

Training suitability

A Certificate IV in Leadership and Management is aimed at students that provide leadership, guidance and support to others within their organization. It recognises and builds upon the skills and abilities of emerging team leaders and managers in a range of enterprise and industry contexts.

Study period and workload

The estimated time to complete the course is 6 hours per week over an 18 month study period comprising on-the-job learning, workplace practice, self-directed study and assessment preparation. This estimate is based on AQF guidelines and will vary according to student experience and current practice.

Skill outcomes

On successful completion of this course students will be able to:

- manage a straightforward project or a section of a larger project
- work with teams and individuals and take responsibility for standards of work, conduct and influence on others
- understand the need for a continuous process of review and improvement and apply that process across all aspects of the organisation
- promote teamwork by developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation
- determine individual and team development needs and facilitate the development of the workgroup
- implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing reports on performance as required
- advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback

Suitable for

- Corporate groups
- Individual students (distance only)
- Funded programs

Duration 18 months

Entry reqs. No special requirements

Assessment

A combination of knowledge questions, work-related tasks and evidence portfolio, or RPL

Learning Pathways

Available to higher awards

For details of optional extras please refer to our website at www.unep.edu.au

- implement and monitor the organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area to meet legislative requirements
- identify risks and apply established risk management processes to a subset of an organisation or project's operations that are within the person's own work responsibilities and area of operation
- develop and establish plans for scheduling and monitoring own work performance and feedback and learning opportunities.

Competencies

Students are required to successfully complete 12 units of competency:

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| • Show leadership in the workplace (BSBMGT401) | • Develop teams and individuals (BSBLED401) | • Implement and monitor WHS policies, procedures and programs to meet legislative requirements (BSBWHS401) |
| • Implement continuous improvement (BSBMGT403) | • Implement operational plan (BSBMGT402) | • Identify risk and apply risk management processes (BSBRSK401) |
| • Undertake project work (BSBPMG522) | • Coordinate implementation of customer service strategies (BSBCUS401) | • Communicate effectively as a workplace leader (BSBLDR401) |
| • Lead effective workplace relationships (BSBLDR402) | • Develop work priorities (BSBWOR404) | |
| • Lead team effectiveness (BSBLDR403) | | |

Module descriptions

Show leadership in the workplace

Particular emphasis is placed on the performance outcomes, skills and knowledge required to work with teams and individuals within this module. The module is perfect for students who are moving into new leadership roles within an organisation and will be required to exert an influence on workplace culture and ethics within the teams they lead.

Undertake project work

This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project.

Implement continuous improvement

This module focuses on a variety of methods that are available to team leaders to allow them to capitalise on continuous improvement opportunities. It looks at the preferred methodologies for implementing continuous improvement, monitoring and reviewing performance and establishing the systems for future organisational performance.

Work effectively as a team member and a team leader

The aim of this module is to examine the key elements and principles of working in a team, making sure that the team is effective with a range of workplaces and the concept of team leadership.

Implement operational plan

This unit describes the performance outcomes, skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing reports on performance as required.

Coordinate implementation of customer service strategies

This module focuses on the requirements of organisations and individuals to successfully manage the processes and thinking needed to deliver quality customer service outcomes. This includes being able to carry out and evaluate customer service strategies, including the design of improvement processes.

Safety and risk management

This integrated module focuses on both work health and safety (WHS) and risk management as it relates to everyday business practices. It is concerned with the WHS responsibilities of team leaders and other employees with supervisory responsibilities to implement and monitor the organisation's policies, procedures and programs pertaining to WHS and risk management to meet legislative requirements.

Communicate effectively as a workplace leader

Students who undertake Communicate Effectively as a Workplace Leader will find themselves taught a variety of skills and knowledges to enable them to properly communicate with team members within the workplace environment. Context, methods of communication and following up are leading concepts that are the focus of this module.

Develop work priorities

Develop Work Priorities examines the fundamental concepts of self-management and understanding yourself better. Knowing yourself and your abilities is crucial in effectively managing others. Focal points of this module include understanding the concept of 'managing yourself', understanding yourself better and the knowledge and skills that allow you to do this.



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