



STUDY LEADERSHIP ONLINE

Learn to become an effective, agile
and modern business leader

BSB40520
Certificate IV in Leadership and Management





Study for your future

We are one of Australia's most progressive Registered Training Organisations with the backing of Australia's highest-rated online university.

We have grown to become a true leader in the field of distance and online education over more than 30 years of operation, with a genuine commitment to applied learning.

We maintain close links with peak bodies, industry associations and employers to ensure that our training is job relevant and aligns with emerging skills requirements.

unepartnerships
creating professional success

Contemporary, innovative and flexible; UNE Partnerships is here to help you and your organisation to develop the capabilities required by a rapidly evolving global workplace!



Contents

Industry insights

2

Tailored programs

3

Why study with us

4

Meet the team

5

Course info

6

Graduate outcomes

7

Learning outcomes

8

Course fees

10

my.unep

11

Get started

12

Skills and Careers

13

Contact us

14



Industry insights

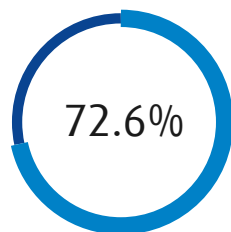
Career outcomes

"Today's jobs are increasingly likely to require the cognitive skills of the head rather than the manual skills of the hands.

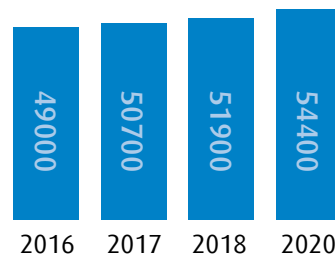
Yet something new is also happening: Jobs increasingly need us to use our hearts—the interpersonal and creative roles, with uniquely human skills like creativity, customer service, care for others and collaboration."

Deloitte¹

IMPROVED work status²



EMPLOYMENT GROWTH Specialist Managers³



LINKEDIN

Most in-demand skills in 2020⁴



1. Creativity
2. Persuasion
3. Collaboration
4. Adaptability
5. Emotional Intelligence

Industry relevant course material delivered by industry experts

We offer personalised service and quality teaching, with the backing of Australia's leading regional online university, the University of New England. Our courses and qualifications will help you to gain a competitive industry edge to take on new challenges and to grow and succeed within your workplace.

¹ <https://www2.deloitte.com/us/en/insights/focus/technology-and-the-future-of-work/building-the-lucky-country.html>

² <https://www.myskills.gov.au/courses/details?Code=BSB42015>

³ <https://joboutlook.gov.au/Occupation?search=Career&code=1399>

⁴ <https://business.linkedin.com/talent-solutions/blog/trends-and-research/2020/most-in-demand-hard-and-soft-skills>

Tailored programs

Aboriginal Capability Development

UNE Partnerships has a proud history of capability development in regional and remote Aboriginal Medical Services through the Indigenous Remote Service Delivery (IRSD) traineeship program.

The IRSD program is supported by the Australian Government Department of Health to improve leadership, management and business administration skills across remote communities in New South Wales, the Northern Territory and Queensland.

To support the unique challenges faced by these communities, we have tailored a continuum of Leadership and Management programs around blended learning, workshops, webinars, coaching and mentoring.



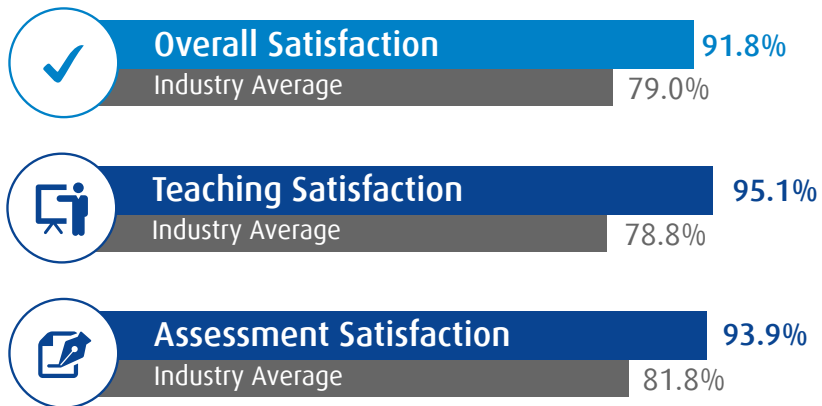
Indigenous Remote Service Delivery group

The group pictured is the first of two IRSD groups to receive tailored training through UNE Partnerships. Additional blended online programs, workshops and coaching in leadership and management are scheduled for delivery at UNE's Armidale and Tamworth campuses over the next two years.

The second group consists of participants drawn from Queensland and the Northern Territory, who will complete similar programs in Brisbane over the next 18-24 months.



Graduate satisfaction^{*}



* Based on 2019 Learner Engagement Survey data (UNEP) and 2019 National Student Outcome Survey data (NCVER) for Diploma or higher level graduates.

Why study with us?

Our students and graduates benefit from 30+ years of experience delivering high quality distance and online vocational education.

Our trainers and assessors are highly respected within their profession, bringing genuine industry experience and expertise to your learning.

It's no wonder our graduates have enjoyed some of the highest satisfaction and completion rates in the country!

Guided support

Here at UNE Partnerships you will receive the support you need to help balance your work, life and study.



Our student support team

are passionate about your success and provide personal assistance and regular support calls



Our trainers and assessors

will become your mentor, guiding you through your learning and assessment journey



Our partnerships

mean that you can access 24/7 online tutorial support through Studiosity.

Meet the team

Our team are Subject Matter Experts within their field with extensive industry experience and continuing professional development.



Motivation



Study targets



Course direction



Mentoring



Jenny Sewell
Academic Director

Leadership and Management

Jenny has more than 35 year experience as a successful business leader and manager across Government and Non Government sectors including Education, Tourism, Real Estate and Agriculture.

An expert facilitator Jenny brings energy to her delivery. She is responsive and supportive toward her students and passionate about guiding and supporting the success of each individual.



Linda George
Program Manager

Leadership and Management

Linda has over 10 years experience in the education industry. Linda loves working in the field of education, she believes that learning has the ability to empower people, to create leaders of today and tomorrow, and brings about positive change.

Linda manages the Leadership and Management suite of courses and has seen the program through various Business Services Training package updates.



Megan Bourke
Student Engagement

Megan is new to education, but bring a wealth of experience in customer service and passionate about ensuring each and every student feels supported during their studies in Bachelor of Business in UNE.

Megan understands the importance of effective communication and thrives off the ability to help others, share her knowledge and expand upon her current skill set.



Course information

Are you ready to take that next step as a leader in your career?

This qualification is suited to applicants that provide leadership, guidance and support to others within their organisation. It recognises and builds upon the skills and abilities of emerging team leaders and managers in a range of enterprise and industry contexts, whose role includes some supervisory or team leader duties such as leading a group project or assignment. They apply solutions to defined range of predictable and unpredictable problems, and analyse and evaluate information from a variety of sources.



Admission Guidelines

There are no entry requirements for these qualifications.

We recommend that you have:

- Experience supervising staff or coordinating business activities.
- Good written and verbal communication skills.
- Previously completed Year 11 or a Certificate III level qualification.
- Appropriate technology to study online and the motivation to learn independently.



Duration

- 11 hours per week over a study period up to 2 years



Suitable for

- Individual Students
- Corporate Groups
- Traineeships and other funded programs



Delivery mode

- Online learning.

BSB40520

Certificate IV in Leadership and Management



NATIONALLY RECOGNISED
TRAINING



Graduate outcomes

On successful completion of this qualification, you will have the skills and knowledge 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
- 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.

Pathways at UNE Partnerships

Successful attainment of BSB40520 Certificate IV in Leadership and Management will allow for articulation into higher awards, including [BSB50420 Diploma of Leadership and Management](#), [BSB60420 Advanced Diploma of Leadership and Management](#).

Learning outcomes

12 units of competency must be successfully completed to attain this qualification.

BSBPEF502 Develop and use emotional intelligence

This unit describes the skills and knowledge required to develop and use emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the workplace.

The unit applies to individuals who are required to identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems as part of their job role. These individuals may be responsible for leading a team or work area.

SIRXCEG004 Create a customer-centric culture

This unit describes the performance outcomes, skills and knowledge required to manage and ensure the delivery of customer service standards and work with team members to improve customer experiences.

It applies to individuals working in customer service management roles in a diverse range of industry sectors and business contexts. They operate independently with some responsibility for others and decision making, and within established organisational policies and procedures.

BSBSTR502 Facilitate continuous improvement

This unit describes the skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.

The unit applies to individuals who take an active role in managing a continuous improvement process in order to achieve an organisation's objectives. At this level, work will normally be carried out using complex and diverse methods and procedures which require the exercise of considerable discretion and judgment, using a range of problem-solving and decision-making strategies.

BSBTEC403 Apply digital solutions to work processes

This unit defines the skills, knowledge, and outcomes to integrate digital technologies into common management practice.

The unit applies to supervisors, teams, and new and emerging leaders who need to apply digital vision and solutions within structured work environments

BSBPEF402 Develop personal work priorities

This unit describes the skills and knowledge required to plan and prioritise own work tasks. It also addresses the skills and knowledge to monitor and obtain feedback on personal work performance.

The unit applies to individuals who are required to design their own work schedules and work plans and to establish priorities for their work. They will typically hold some responsibilities for the work of others and have some autonomy in relation to their own role.

BSBLDR411 Demonstrate leadership in the workplace

This unit describes the skills and knowledge required to lead teams and individuals by modelling high standards of conduct to reflect the organisation's standards and values.

The unit applies to individuals who are making the transition from being a team member to taking responsibility for the work and performance of others and providing the first level of leadership within the organisation. These leaders have a strong influence on the work culture, values and ethics of the teams they supervise.

BSBXCM401 Apply communication strategies in the workplace

This unit describes the skills and knowledge required to facilitate and apply communication strategies in the workplace within any industry.

This unit has a specific focus on the communication skills required for supervisor level workers with responsibility for other workers.

BSBLDR413 Lead effective workplace relationships

This unit describes the 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.

The unit applies to team leaders, supervisors and new or emerging managers where leadership plays a role in developing and maintaining effective workplace relationships. It applies in any industry or community context. At this level work will normally be carried out within routine and non-routine methods and procedures, which require planning, evaluation, leadership and guidance of others.

BSBXTW401 Lead and facilitate a team

This unit describes the skills and knowledge required to effectively lead and facilitate a team in a workplace within any industry.

This unit has a specific focus on the teamwork skills required for team leader or supervisor level (depending on organisational structure) workers with responsibility for others or teams.

BSBXBD403 Analyse big data

This unit describes the skills and knowledge required to analyse transactional and non-transactional big data in order to provide insights that are used in an organisation. It involves identifying trends and relationships within big data, and establishing data acceptability. It also involves forming recommendations based on the analysis, and reporting on analysis findings.

It applies to those who work in a broad range of industries and job roles using big data analysis techniques in their day-to-day work.

BSBOPS403 Apply business risk management processes

This unit describes the skills and knowledge required to identify business risks and to apply established risk management processes to a defined area of operations that are within the responsibilities and obligations of the work role.

The unit applies to individuals with a broad knowledge of risk analysis or project management who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They may have responsibility to provide guidance or delegate aspects of these tasks to others. Risks applicable to own work responsibilities and area of operation may include projects being undertaken individually or by a team, or operations within a section of the organisation.

BSBOPS402 Coordinate business operational plans

This unit describes the skills and knowledge required to implement operational plans by planning and acquiring resources, monitoring and adjusting operational performance and providing reports on performance, as required.

The unit applies to individuals who plan activities to achieve team and organisational objectives. At this level, work will normally be carried out within routine and non-routine methods and involve procedures that require planning, evaluation, leadership, and guidance of others.





Course fees*

We provide a range of flexible payment options to help you achieve professional success sooner.



Pay upfront

\$4,690 AUD[^]



Flexible payments

Pay weekly, fortnightly or monthly over 12 months



Government assistance

State and Commonwealth government assistance may be available



Third party

Seek financial assistance from your employer or another third party

Funding

We can help you to access funding and financial assistance through a range of State and Commonwealth Government initiatives.

Smart and Skilled (NSW)

This is where the NSW Government pays for most of your course fees, leaving you with a small out-of-pocket gap. There are separate streams for trainees and regular students.

Smart and Skilled training is subsidised by the NSW Government.

Visit our website for more information about our fees and funding at www.unep.edu.au/students/fees-and-funding

* Terms and conditions apply. [^]Information is correct as at January 2021.

my.unep

my.unep is our modern online learning environment.

my.unep makes it easy for you to access your learning materials any time so you can study anywhere in the world.

Shortly after enrolment our friendly Student Engagement team will provide an induction to help you find your way around my.unep to facilitate a successful student learning journey.

Units

You will find everything you need to complete your studies in my.unep

Introduction

- Getting Started
- Course Overview

Learning Resources

- Readings
- Activities
- Resources

Assessment

- Case Studies
- Scenarios
- Tools and Templates

Support Centre

- 24/7 Support.





Minimum requirements to get started

If you're reading this, you're likely already committed to improving your skills, knowledge and capabilities. Every day presents you and your team with an exciting opportunity to learn and develop the abilities needed to elevate yourself and your business to new heights.

Policies and Procedures

We are committed to the provision of exceptional quality education and a great learning experience.

We encourage you to familiarise yourself with our policies and procedures, which can be found on our website www.unep.edu.au/students/policies

On this page you will also find our frequently asked questions section that may help to answer some of your questions.

Minimum Requirements for Students

Our courses are self-directed online programs which rely heavily on text-based resources to support study.

All students will need:

- moderate numeracy and English literacy skills
- moderate computer skills
- To be working in a job role which provides sufficient opportunity to develop competency and to complete required assessment tasks.

Computer Requirements

All of our courses are delivered through our modern online learning environment.

To successfully complete an online course, you will need ready access to an internet enabled computer with the following configurations.

- Operating system (Mac OS 10.11 or later, Windows 7, 8.1 or 10)
- Internet (speed adequate to watch videos on YouTube)
- Microsoft office 2016 or higher OR other equivalent office suite
- Adobe Acrobat Reader
- Modern internet browser
- Headset with microphone, speakers and camera (for webinars, recording audio assessments and/or Skype discussions with your assessor).



5 High-demand skills and careers

Skills

- Leadership
- Organisational
- Social perceptiveness
- Communication
- Decision making.

Careers

- Team Leader
- Frontline coordinator
- Senior Officer
- Administrator
- Supervisor.

Take the next step
in your career as an effective,
agile and modern leader

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