

# BSB40520 Certificate IV in Leadership and Management



## Program Overview

**un**partnerships

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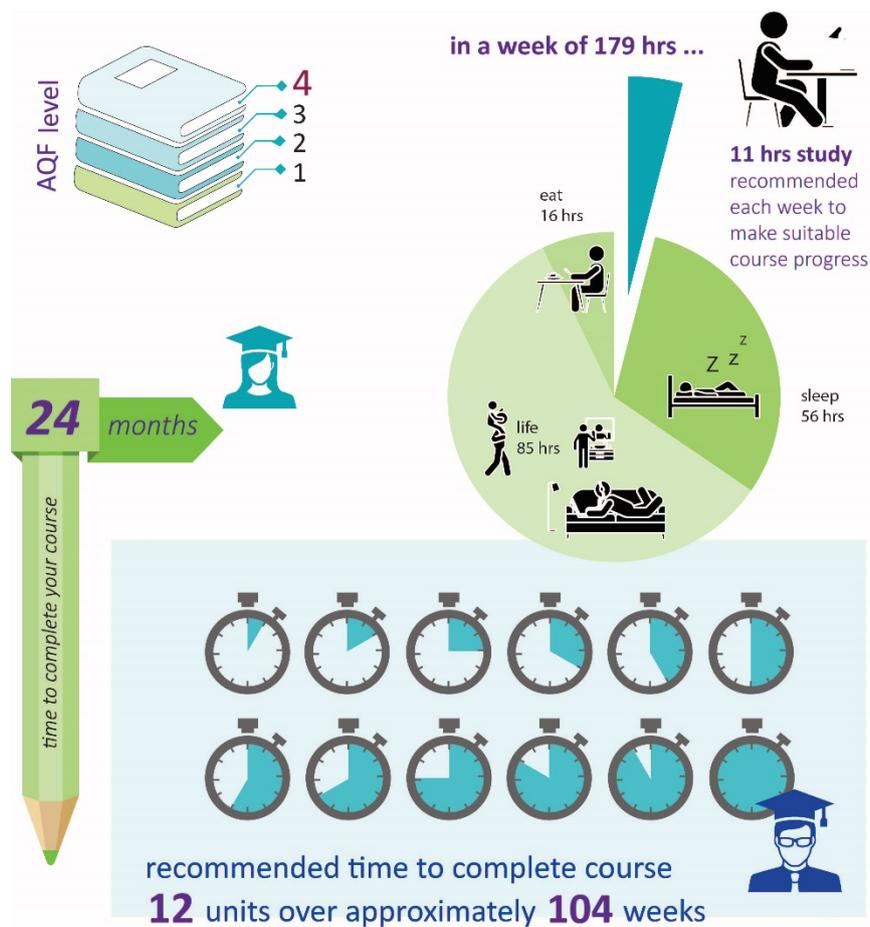
PO Box U199, University of New England NSW 2351

Telephone: (02) 6773 0000

ABN 74 003 099 125

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## Overview

### Welcome

Welcome to the *BSB40520 Certificate IV in Leadership and Management*. This is a nationally recognised and accredited program presented by UNE Partnerships Pty Ltd, the Education and Training Company of the University of New England.

We are delighted that you have joined this Certificate IV program. This qualification provides the skills and knowledge for 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.

### Contact points

As experienced distance education providers, we understand how important communication is. We have used our online site to take advantage of current technology and make sure that information and contact points are up to date and go to the right people, while also giving you the opportunity to use the forms of contact that suit you.

### Administration

If you have any questions of an administrative nature, please contact the student support team via the online site, or alternatively through:

Telephone: 02 6773 0000  
Email: [enquiries@unep.edu.au](mailto:enquiries@unep.edu.au)  
Mail: UNE Partnerships Pty Ltd  
PO Box U199  
University of New England NSW 2351

### Learning and Assessment

If you would like to discuss program content or assessment requirements, please contact your allocated assessor. You can message them on the online site.

### Customer protection officer

The customer protection officer is responsible for handling any complaints, grievances and appeals to ensure compliance with consumer protection legislation and contractual obligations. The Director of Education is the designated customer protection officer. Contact details are below.

Meg Michell Director of Education  
Telephone: 02 6773 0000  
Email: [meg.michell@unep.edu.au](mailto:meg.michell@unep.edu.au)

# **BSB40520 Certificate IV in Leadership and Management**

## **Aim of the program**

This qualification aims to equip participants with the skills and knowledge to work with teams and individuals and take responsibility for standards of work, conduct and influence on others, promote and develop teamwork to meet expected outcomes, and proactively work with management of the organisation.

## **Learning outcomes**

On completion of the program you should be able to:

- develop and demonstrate own emotional intelligence and develop emotional intelligence in your team
- work with teams and individuals and take responsibility for standards of work, conduct and influence on others
- facilitate 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
- Create a customer-centric culture
- 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.
- develop and implement workplace sustainability policies and modify policy to suit changed circumstances

## **Structure of the program**

There are twelve (12) units of competency in this qualification and all must be successfully completed in order to achieve the *BSB40520 Certificate IV in Leadership and Management*. If you enrol in a Skill Set, or selected units from the qualification, successful completion of your study would lead to the issuing of a Statement of Attainment for those units completed.

An outline of the structure for delivery and assessment is provided below.

The program is offered through online study, and an outline of the structure for delivery and assessment is provided below. Details of the units of competency in which you are enrolled are available by clicking the links below.

*Table 1: Overview or course structure*

Course	Unit/s of competency
Develop and use emotional intelligence	<a href="#">BSBPEF502 Develop and use emotional intelligence</a>
Create a customer-centric culture	<a href="#">SIRXCEG004 Create a customer-centric culture</a>
Facilitate continuous improvement	<a href="#">BSBST502 Facilitate continuous improvement</a>
Apply digital solutions to work processes	<a href="#">BSBTEC403 Apply digital solutions to work processes</a>
Develop personal work priorities	<a href="#">BSBPEF402 Develop personal work priorities</a>
Demonstrate leadership in the workplace	<a href="#">BSBLDR411 Demonstrate leadership in the workplace</a>
Apply communication strategies in the workplace	<a href="#">BSBXCM401 Apply communication strategies in the workplace</a>
Lead effective workplace relationships	<a href="#">BSBLDR413 Lead effective workplace relationships</a>
Lead and facilitate a team	<a href="#">BSBXTW401 Lead and facilitate a team</a>
Analyse big data	<a href="#">BSBXBD403 Analyse big data</a>
Apply business risk management processes	<a href="#">BSBOPS403 Apply business risk management processes</a>
Coordinate business operational plans	<a href="#">BSBOPS402 Coordinate business operational plans</a>

Units of competency are achieved as assessment tasks are successfully completed, and all must be completed to be awarded the *BSB40520 Certificate IV in Leadership and Management*. If you withdraw before you complete the required number of units of competency, you will receive a Statement of Attainment for those competencies you have successfully completed.

Information on how to submit your work for assessment is provided in the Assessment section of each Course online. Suggestions for managing your study and assessment tasks is also available in the additional support document '[Studying with UNE Partnerships](#)'. It is recommended you access and read that resource in addition to this Program Overview. Should you be unsure of what is required of you, contact your student support team.

## Accreditation and recognition

The *BSB40520 Certificate IV in Leadership and Management* in which you are enrolled is a nationally recognised and accredited program. It is listed on the national register of programs and is placed at level 4 on the Australian Qualifications Framework (AQF).

The competencies gained through successfully completing this program are cross-industry and nationally recognised. You may exit from this qualification at any time with a Statement of Attainment for any units of competency successfully completed to that point.

## Study workload

The nominal duration of your enrolment in the *BSB40520 Certificate IV in Leadership and Management* is 24 months. The time it takes you to achieve the competencies required will depend on the amount of relevant learning and experience you have. Students with a moderate level of relevant learning and experience should be able to complete the program requirements in about 11

hours a week a week of self-directed workplace and individual study over the 24 month period, as outlined in your study plan. Inexperienced students will likely require more time.

You have up to 24 months from enrolment to complete the *BSB40520 Certificate IV in Leadership and Management*. If you fall behind in your schedule, you should contact UNE Partnerships to discuss your progress. An extension to the study period may be available, however additional fees may apply.

### Third party arrangements

UNE Partnerships has not entered into any subcontracting arrangements for the delivery of training and assessment in this qualification.