

# Certificate IV in Leadership and Management BSB42015

## Program Overview



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# Overview

## Welcome

Welcome to the *Certificate IV in Leadership and Management BSB42015*. 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.

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. They also have some responsibility for organising and monitoring the output of their team.

## 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: [business@unep.edu.au](mailto:business@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

02 6773 0000

[meg.michell@unep.edu.au](mailto:meg.michell@unep.edu.au)

# Certificate IV in Leadership and Management BSB42015

## 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. They will also be able to manage a straightforward project or section of a larger project, identify risks and apply risk management processes, and carry out and evaluate customer service strategies...

## Learning outcomes

On completion of the program you should 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
- 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.

## 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 *Certificate IV in Leadership and Management BSB42015*. 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.

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.

Course name	Assessment Tasks	Unit/s of competency
Undertake project work	Task 1: Defining and planning your project Task 2: Consulting with the team Task 3: Administering the project Task 4: Finalising and reviewing the project	<a href="#">BSBPMG522: Undertake project work</a>
Show leadership in the workplace	Task 1: Underpinning knowledge Task 2: Modelling and managing performance Task 3: Challenging the process.	<a href="#">BSBMGT401 Show leadership in the workplace</a>
Implement continuous improvement	Task 1: Reflective journal Task 2: Implement improvement plan Task 3: Communication Plan	<a href="#">BSBMGT403: Implement continuous improvement</a>
Work effectively as a team member and a team leader	Task 1: Develop teams and individuals Task 2: Lead team effectiveness Task 3: Lead effective workplace relationships	<a href="#">BSBLED401: Develop teams and individuals</a>
		<a href="#">BSBLDR403: Lead team effectiveness</a>
		<a href="#">BSBLDR402: Lead effective workplace relationships</a>
Implement operational plan	Task 1: Implement operational plan Task 2: Mid-project report Task 3: Final project report	<a href="#">BSBMGT402: Implement operational plan</a>
Coordinate implementation of customer service strategies	Task 1: Identify customer needs Task 2: Implementing a customer service strategy Task 3: Presentation.	<a href="#">BSBCUS401: Coordinate implementation of customer service strategies</a>
Safety and risk management	Task 1: Risk Task 2: Risk and WHS legislation Task 3: Safe workplace Task 4: Maintaining safe work environment	<a href="#">BSBWHS401: Implement and monitor WHS policies, procedures and programs to meet legislative requirements</a>
		<a href="#">BSBRSK401: Identify risk and apply risk management processes</a>

Course name	Assessment Tasks	Unit/s of competency
Communicate effectively as a workplace leader	Task 1: Identify context for communication Task 2: Clarify message and engage communication Task 3: Take follow-up actions	<a href="#">BSBLDR401: Communicate effectively as a workplace leader</a>
Develop work priorities	Task 1: Planning own work schedule Task 2: Monitor and coordinate own work performance Task 3: Presentation	<a href="#">BSBWOR404: Develop work priorities</a>

Units of competency are achieved as assessment tasks are successfully completed, and all must be completed to be awarded the *Certificate IV in Leadership and Management BSB42015*. 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 *Certificate IV in Leadership and Management BSB42015* 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 *Certificate IV in Leadership and Management BSB42015* is BSB42015 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 7 - 8 hours a week of self-directed workplace and individual study over the BSB42015 month period, as outlined in your study plan. Inexperienced students will likely require more time.

You have up to BSB42015 months from enrolment to complete the *Certificate IV in Leadership and Management BSB42015*. 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.