

BSB42015 Certificate IV in Leadership and Management



Program Overview



Important disclaimer

The material contained in this program is for general information only and is not intended as advice on any of the matters discussed herein. No person or persons should act or fail to act on the basis of any material contained herein. Students and others should consult professional advisers about any matter affecting them. UNE Partnerships, its officers and employees, expressly disclaim all and any liability to any persons whatsoever in respect of anything done or omitted to be done by such persons relying, or to any persons for the effect of acts of others relying, on any of the information contained herein.

This program contains material on a wide range of subjects written by a number of authors. In bringing this information to students these authors provide interpretation and opinion on such material. These interpretations and opinions are not necessarily those of UNE Partnerships or other body teaching the program, nor is any interpretation or opinion necessarily in accord with any policy of UNE Partnerships.

The publisher is not engaged in rendering legal, accounting, professional or other advice services. The publishers and the authors, consultants and editors, expressly, disclaim all and any liability and responsibility to any person, whether a purchaser or reader of this publication or not, in respect of anything, and of the consequences of anything, done or omitted to be done by any such person in reliance, whether wholly or partially, upon the whole or any part of the contents of the publication. Without limiting the generality of the above no author, consultant or editor shall have any responsibility for any act or omission of any other author, consultant or editor.

© UNE Partnerships Pty Ltd.

This work is copyright. No part may be reproduced by any process without written permission from UNE Partnerships Pty Ltd.

Images sourced external to UNE Partnerships are available for commercial use and licence conditions have been documented and complied with.

BSB42015 Certificate IV in Leadership and Management - Version 1.2 IRSD

Published 17 December 2019

Program Overview developed by UNE Partnerships

UNE Partnerships Pty Ltd

The Education & Training Company of the University of New England

PO Box U199, University of New England NSW 2351

Telephone: (02) 6773 0000

ABN 74 003 099 125

Contents

Overview	4
Welcome	4
Contact points.....	4
BSB42015 Certificate IV in Leadership and Management	5
Aim of the program	5
Structure of the program	5
Accreditation and recognition	6
Study workload	6
Third party arrangements.....	7

Overview

Welcome

Welcome to the *BSB42015 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. This nationally recognised qualification is suited to the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts.

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
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

BSB42015 Certificate IV in Leadership and Management

Aim of the program

This qualification aims to equip participants with the skills and knowledge to supervise a team in the performance of duties to achieve work outcomes.

Learning outcomes

On completion of the program you should be able to:

- evaluate and enhance own practice through a process of reflection and ongoing professional development
- promote teamwork by developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organization
- 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 policies, procedures and programs in the relevant work area to meet legislative requirements
- implement the operational plan by monitoring and adjusting operational performance

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 *BSB42015 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.

The program employs a mixed delivery mode, combining online learning and assessment resources with face-to-face training sessions interspersed throughout the study period. These sessions are mandatory and integral to completing units successfully. An outline of the structure for delivery and assessment is provided below. **Please note that the workshops dates are proposed dates only and have not been confirmed.**

Term	Unit/s of competency	Workshop dates
Term 1	BSBMGT401 Show leadership in the workplace	NSW 3 – 7 Feb 2020 QLD 17 – 21 Feb 2020
	CHCPRP003 Reflect on and improve own professional practice	
	BSBLDR401 Communicate effectively as a workplace leader	
	BSBWOR404 Develop work priorities	
Term 2	BSBLDR403 Lead team effectiveness	NSW 6 – 10 July 2020
	BSBLDR402 Lead effective workplace relationships	
	BSBLED401 Develop teams and individuals	

Term	Unit/s of competency	Workshop dates
	BSBCUS401 Coordinate implementation of customer service strategies	QLD 20 – 24 July 2020
Term 3	BSBMGT402 Implement operational plan	TBA February 2021
	BSBMGT403 Implement continuous improvement	
	BSBRSK401 Identify risk and apply risk management processes	
	BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements	

Units of competency are achieved as assessment tasks are successfully completed, and all must be completed to be awarded the *BSB42015 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 *BSB42015 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

Study workload

The nominal duration of your enrolment in the *BSB42015 Certificate IV in Leadership and Management* is 18 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 hours a week a week of self-directed workplace and individual study over the 18 month period, as outlined in your study plan. Inexperienced students will likely require more time.

You have up to 18 months from enrolment to complete the *BSB42015 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.