

Certificate IV in Leadership and Management

Skill Set: Lead the way

Course Overview



 **the**partnerships

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Overview

Welcome

Welcome to *Lead the way*, a skill set from the *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 very pleased that you have selected UNE Partnerships as your training provider and are committed to working with you to achieve your study goals. This skill set provides an introduction to the skills and knowledge to work effectively in a customer service setting..

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 course 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

Lead the way

Aim of the course

This skill set aims to equip participants with the skills and knowledge required to improve the implementation of customer service and customer service strategies within your organisation and boost your communication skills as a leader in the workplace.

Learning outcomes

On completion of the course you should be able to:

- Advise on, carry out and evaluate customer service strategies
- Choose the appropriate method of communication to suit the context and the audience

Structure of the course

The *Certificate IV in Leadership and Management* requires students to complete a total of twelve (12) units of competency. The skill set in which you have enrolled includes two (2) of the required units.

The course employs an online delivery mode, with access to all learning and assessment materials provided electronically. Units of competency are achieved as assessment tasks are successfully completed. An outline of the structure for delivery and assessment is provided below.

Full details of the assessment tasks for each unit will be available in the 'Assessment' section of that Module online. Details of the units of competency in which you are enrolled are also available online, or by clicking the links below if accessing an electronic version of this course overview.

Module/ Unit of competency	Assessment tasks
BSBCUS401 Coordinate implementation of customer service strategies	Task 1: Identify customer needs Task 2: Implementing a Customer Service Strategy Task 3: Presentation
BSBLDR401 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

Information on how to submit your work for assessment is provided in the Assessment section of each Module online. Details on finding Assessment Due Dates, and assessment submission 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 Course Overview. Should you be unsure of what is required of you, contact your assessor.

Accreditation and recognition

The competencies gained through successful completion of this course are cross-industry and nationally recognised. You will receive a Statement of Attainment for all units of competency successfully completed at the end of the study period. You can claim credit for these units upon enrolment in the *Certificate IV in Leadership and Management* and other AQF qualifications in accordance with relevant qualification packaging rules and recognition requirements.

Study period and workload

The nominal duration of your enrolment in the *Lead the way* skillset is four (4) 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 course requirements in about 6 to 8 hours a week of self-directed workplace and individual study over the study period.

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.