



NATIONALLY RECOGNISED
TRAINING

BSB40520

CERTIFICATE IV IN LEADERSHIP & MANAGEMENT

BROCHURE AUS 2024

About this Course

This qualification reflects the role of 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.

They apply solutions to a defined range of predictable and unpredictable problems, and analyse and evaluate information from a variety of sources.

DURATION & COURSE STRUCTURE

Whilst this course is self-paced, the course has been designed to encourage the completion of the study and assessment requirements together with the other participants of the course and in line with the scheduled training sessions.

The course consists of 12 units comprising 5 core units and 7 elective units that have been carefully selected in line with employer needs and learner opportunities. The qualification includes and is made up of 3 modules, each containing multiple units of competency including:



Module #	Name	Number of Units
Module 1	Team Leadership	4
Module 2	Lead and Improve	4
Module 3	Risk and Planning	4

Course Content

MODULE 1 TEAM LEADERSHIP

BSBLDR412 **Communicate effectively as a workplace leader**

This unit describes the skills and knowledge required to communicate effectively as a workplace leader, including understanding the context, choosing methods of communication to suit the audience, and following up.

BSBLDR413 **Lead effective workplace relationships**

This unit defines 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.

BSBLDR411 **Demonstrate leadership in the workplace**

This unit defines 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.

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.

MODULE 2 LEAD & IMPROVE

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.

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.

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.

BSBCMM412

Lead difficult conversations

This unit describes the skills and knowledge required to prepare, facilitate and lead difficult conversations.

MODULE 3

RISK & PLANNING

BSBWHS411

Implement and monitor WHS policies, procedures and programs

This unit describes the skills and knowledge required to implement the organisation continuous improvement systems and processes. It covers using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.

BSBPMG430

Undertake project work

This unit describes the skills and knowledge required to undertake a minor project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects.

BSBOPS402

Coordinate business operational plans

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

BSBOPS404

Implement customer service strategies

This unit describes the skills and knowledge required to manage an ongoing relationship with a customer over a period of time. This includes helping customers articulate their needs and managing networks to ensure customer needs are addressed.

Course Duration & Delivery Information

This course is available online and in Face-to-face classes. All course options have a maximum duration of 12 months.



FACE TO FACE CLASSES

If interactions with others is a key component in your learning style, then Face to Face learning is the best delivery mode for you.

This option involves attending and completing your learning and assessment materials in one of our scheduled courses at our various locations.

Once you have been booked into the program, you will receive a confirmation email confirming you scheduled day and time of commencement and also your facility location.

On the day you will receive further information including:

1. Confirmation of Enrolment Letter
2. Finalised Training Schedule
3. Notification of Enrolment and Invoice (if applicable)
4. Assessment Guide, Requirements progress tracker
5. Work placement Supporting Evidence

Choose face to face classroom option if:

- You prefer face to face based learning with a physical trainer
- You are able to attend one of our various sites for training

Course Duration

Face to Face - 1 session / week for 4 months (12 months to complete) **

*Additional support options available contact to office for further details



ONLINE COURSE

Study and complete your course in your own time at your own pace in your own place!

This option involves accessing and completing your learning and assessment either online or via print correspondence, plus attending one of our facilities to face to face completion sessions. Once you have been enrolled and accepted into the program you will receive either:

This option involves accessing and completing your learning and assessment online. Once you have been enrolled and accepted into the program you will receive log in details that is password protected. On our Learning Management System (LMS) you will be able to access:

- Reading materials
- Links to relevant information
- Assessment Tasks, projects and requirements

Some of the assessments will be completed online (such as questions), others will need to be downloaded, printed and completed, then uploaded back into the portal. As such, this option is suitable for you if you have:

- access to a real workplace (paid or work placement)
- access to a computer or similar
- access to a printer
- access to a scanner
- an email address
- a reliable internet connection

Choose online courses option if:

- You live anywhere in Australia (including Sydney) and prefer to do things at your own pace in your own time
- You want to start the course at a time that suits you
- You do not want to lock into classroom sessions
- You have other commitments that prevent you from attending a training centre or classroom
- You have the basic skills to access the learning site, complete assessments online (quite easy) and upload documents
- You don't mind communicating by email, phone and video (if required)
- You would rather watch webinars as required

How you will be assessed

Your training is competency based, meaning that you will need to provide evidence that you have met the required competency.

This evidence will be generated and or collected by:

- Tasks and assignments you undertake during your study
- Work placement or workplace evidence signed off on by your supervisor (if applicable)

In order to attain this unit of competency you will need to be assessed. This assessment aims to demonstrate that you have the required skills and knowledge and that you can apply these in the workplace. If you are completing this course via online or print correspondence than a minimum of 40 Hours is required. For Face to Face student's assessment will be conducted in class within a suitable simulated environment and where required the National Quality Manager will ensure access to the RTO workplace for the purpose of exposure to a real workplace.

The information that you will be provided with is divided into three (3) modules covering the areas mentioned above. During your course you will be required to complete workbook assessments on the information provided. This will demonstrate that you have the required knowledge for attaining this unit.

If you answer incorrectly, then you will be allowed further attempts to choose the correct answers to the questions after reviewing the

information provided again. You will be allowed three attempts after which you will need to speak to one of our trainers to better understand how we can help you attain this unit of competency.

The assessor will also use your Supervisor report to confirm your application of the skills and knowledge required.

Achieving a result of "Satisfactory" for all the assessment and evidence requirements of a unit is required to achieve a result of "Competent" for the Unit of Competency.

Where a result of "Not Satisfactory" is achieved then your trainer will assist you in getting to the required result of "Satisfactory".

Where a result for a Unit of Competency is "Not Yet Competent", then your trainer will assist you in meeting all the requirements of the Unit within the required time.

Outcome

The qualification is nationally recognised. Upon successful completion of the required assessments you will be awarded a statement of attainment if the following unit:

BSB40520 - Certificate IV in Leadership & Management

Participants who exit the training program without completing all assessments will be issued with a Statement of Attainment for those units in which they have demonstrated competency on request.

Other Important Information

ENROLMENT

In order to undertake this course you will be required to complete our Enrolment Form (available on the internet when booked for online/print correspondence, or in the classroom if booking for face to face classes).

Once you have submitted this and paid the required fees (or entered into a Payment Plan) then you will have commenced your course.

It is important that when enrolling, you must ensure that you have read and understood the Just Careers Training Client/Participant Handbook and Terms & Conditions and that you have access to a copy of this document, which is downloadable from our website.

FEE INFORMATION

Fee information for this course can be found on our website or from our office.

RECOGNITION OF PRIOR LEARNING (RPL)

If you feel that you already have the skills and knowledge covered in this course through prior learning, work experiences or general life skills then you may apply for RPL (Recognition of Prior Learning).

This is a process whereby your present evidence of your competency to your assessor who will then assess your evidence against the requirements of the course. Should the evidence meet the requirements of one or more units (even the whole qualification) then you may be awarded the unit(s) and not require any training or assessment. Where the evidence presented does not meet the requirements then you may apply to attempt an assessment only process to

provide the required evidence or simply return to completing the required training followed by assessment. Contact us for further information about RPL assessments

CREDIT TRANSFER (CT)

Just Careers Training recognises all Statements of Attainment and Qualification issued by other RTO's in Australia. If you have completed some units of this program previously through another training program (the same course) then you may be able to gain credits for this (Credit Transfer) and this may also shorten the requirements and the duration for achieving this qualification.

PARTICIPANT SUPPORT

From the time you enquire until you have completed your course you will have the assistance and support of the Just Careers Training team. This includes qualified trainers who can take your call and/or emails and assist you where possible

TERMS & CONDITIONS

For information regarding any of the below, please refer to the Terms & Conditions on our website (these will also be available in your confirmation email should you book a course with Just Careers Training):

- Fees and charges
- Refunds
- Course extensions
- Withdrawals
- Cancellations

ACCESS AND EQUITY AT JUST CAREERS TRAINING

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. All participants who meet our entry requirements will be accepted into any of our training programs.

PRIVACY AND CONFIDENTIALITY

Just Careers abides strictly by all state and federal requirements relating to your privacy and confidentiality including the NVR Standards and the Privacy Act 1988. Your information will only be passed to relevant persons as required by law or Department of Education guidelines.

COMPLAINTS AND APPEALS

Just Careers Training has a fair and transparent complaints and appeals policy. All complaints will be dealt with in a timely manner and avenues for appeals extend to third party arbitration. Your Participant Handbook contains more information.

MORE INFORMATION

Refer to your Client/Participant Handbook or contact our Customer Service staff.

Just Careers Training Pty Ltd
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