

# *Take The First Step Today To Be a Future Leader!*



**Successful completion of this qualification will help you develop essential leadership, communication skills and improve your ability to supervise, train staff and resolve conflicts.**

**This course covers essential skills such as:**

- Showing leadership in the workplace
- Promoting team effectiveness
- Implementing operational plans
- Delivering customer service

## BSB42015 Certificate IV in Leadership and Management

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.

### COURSE ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

Illawarra ITeC require students to have average english, reading and writing skills, or higher and should have completed Year 10 or above schooling, or have sound workplace written communication skills. Participants will be required to complete a Language, Literacy & Numeracy (LLN) Assessment prior to enrolment.

### UNITS OF STUDY

To be awarded a full qualification in Certificate IV in Leadership and Management - BSB42015 you will need to be assessed as competent in 4 core plus 8 elective units of competency (12 units of competency). A Statement of Attainment will be issued for units deemed competent if a full qualification is not achieved.

### BSB42015 - Certificate IV in Leadership and Management

UNIT CODE	UNIT NAME
BSBLDR401	Communicate effectively as a workplace leader
BSBLDR402	Lead effective workplace relationships
BSBLDR403	Lead team effectiveness
BSBMGT402	Implement operational plan
BSBINN301	Promote innovation in a team environment
BSBRSK401	Identify risk and apply risk management processes
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
BSBWOR404	Develop work priorities
BSBCMM401	Make a presentation
BSBCUS401	Coordinate implementation of customer service strategies
BSBCUS402	Address customer needs
BSBMKG413	Promote products and services



### Job Roles & Career Opportunities:

- Coordinator
- Supervisor
- Team Leader
- Office Manager

## **DELIVERY OPTIONS**

- **Class Based 4 days / week up to 6 months**
- **Mixed Mode flexible delivery up to 12 months including correspondence, mentoring and regular workshops.**

**It is not compulsory that you attend the face to face workshops**, however it will assist you in completing the units and therefore it is recommended you attend whenever possible. If applicable, workplace visits from your trainer may be organised if you can not attend the workshops, please discuss options with your Trainer or ITeC's Training Coordinator Rebecca Radic.

Sometimes you will commence learning more than one unit on the same day because some units may contain information that is relevant to other unit/s however they may have different assessment dates due to the learning requirements for individual units. The

A Training Plan will be developed for each participant to meet individual needs and workplace assessment will be arranged if required.

**Recognition of Prior Learning (RPL):** The skills, knowledge and experience you have gained from your previous learning, work experience and life in general may be taken into account. To apply for Recognition of Prior Learning in one or more units you must clearly show that you have the equivalent and relevant skills, knowledge and experience of the unit or group of units.

**Credit Transfer:** If you have successfully completed exactly the same unit of competency or a unit similar in content and outcome to one in your current course, your previous result may be transferred (Credit Transfer). Your assessor will decide whether you are able to receive an automatic Credit Transfer.

## **STUDENT SUPPORT**

The Illawarra ITeC is committed to ensuring that all students are offered:

- Practical and reasonable support to complete their qualification.
- Guidance on career paths.
- Training and Assessment that is flexible to meet clients needs.
- Students will receive regular support and assistance from their mentor or trainer.
- Language, Literacy and Numeracy (LLN) is assessed prior to beginning a course and students are offered support through learning and assessment that may include both internal support and referral to external support providers.

## **Unique Student Identifier (USI)**

It is a requirement that all students completing a nationally recognised VET Qualification or Statement of Attainment have a Unique Student Identifier (USI) prior to enrolment. If you have not yet obtained a USI, you can apply for it directly at <http://www.usi.gov.au/create-your-usi>.

## **COURSE FEES**

*Training Funded under NSW Smart and Skilled. This training is subsidised by the NSW Government.*

*To be eligible to enrol in a government-subsidised course with an approved Smart & Skilled training provider you must answer 'Yes' to all these questions:*

*Are you:*

- 15 years old or over?*
- no longer at school?*
- living or working in NSW?*
- an Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen?*

This course is also offered on a fee for service basis for people not eligible for government funding.

Contact Illawarra ITeC to check:

Course fees and eligibility (*Concessions and fee exemptions may be applicable*).

Smart and Skilled Fee Free Scholarships

ITeC also has:

Course Payment Plans available

Financial Hardship Scholarships

*(Conditions apply)*

**Please feel free to contact Illawarra ITeC for more information:**

**Phone: 02 4223 3100 or Email: [itec@illawarraitec.com.au](mailto:itec@illawarraitec.com.au)**