



START LEARNING

Kickstart your career with a nationally
recognised course

BSB42015

Certificate IV in Leadership and Management

Course Information



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Certificate IV in Leadership and Management

This course is nationally accredited by the Australian Government under the Australian Qualifications Framework (AQF).

BSB42015 Certificate IV in Leadership & Management provides you with a strong foundation to gain employment, up-skill for a promotion, or start your own business.

This qualification is designed to develop emerging leaders and managers across a range of industries and organisations. The course developed to provide you with the comprehensive skills you'll need to lead, guide and support your own team while organising and monitoring their workload. The essential knowledge will allow you to analyse information in order to apply solutions to a range of dynamic business problems.

Why Study with LET Training?

Affordable Qualification Courses

Flexible & Accessible Learning

Knowledgeable Trainers

Friendly & Helpful Support

Fast Assessment Response

How to study with LET Training?

- **Online & Self-paced** - You can study at any time, any place, with maximum flexibility.
- **Enrol at any time** and start straight after enrolment! From the date of enrolment registration, you have up to **12 months** to complete this qualification, but you may complete it in less time.

We find our students complete this qualification with varying timeframes. It just depends on your life situation and time availability.
- **Payment Plans** - simply tick one that suits you the best; or pay the full course fee upfront.
- **No minimum course timeframe** - you can complete the course as quickly as you choose.

The average course completion time-frame

We find students that are genuinely motivated to progress through the course can complete the full course in less than 12 months.

On average it may take you 40 - 50 hours to complete a unit of competency.

However, this will be influenced by your experience, time availability and work rate.

The Learning supports

You are well supported throughout your course so you won't feel alone.

You'll have access and discuss your course work on a one-on-one basis with a specialist trainer via:

- Telephone
- Email
- Skype

Available between Monday to Friday 9am to 5pm (Sydney time).

Accreditation

This qualification is nationally recognised under the Australian Qualifications Framework (AQF).

To be awarded this qualification, you are required to complete **12 units of competency**. LET Training offers the following units:

Core units (4):

- BSBLDR401 Communicate effectively as a workplace leader
- BSBLDR402 Lead effective workplace relationships
- BSBLDR403 Lead team effectiveness
- BSBMGT402 Implement Operational Plan

Elective units (8):

- BSBADM405 Organise Meetings
- BSBCUS402 Address customer needs
- BSBINN301 Promote innovation in a team environment
- BSBRES411 Analyse and Present Research Information
- BSBRSK401 Identify Risk and Apply Risk Management Processes
- BSBWHS401 Implement and Monitor WHS Policies, Procedures & Programs to meet Legislative Requirements
- BSBWOR404 Develop work priorities
- BSBWRT401 Write Complex Documents

To find out more about the individual course units, check out the [Appendix – Course Unit Information](#) at the end of this document. If you wish to change any elective unit/s, please speak to one of our friendly course advisors.

Entry and study requirements

You can enrol and start at any time!

We are committed to seeing you through your course. To ensure you have the best chance of successfully completing your course, the following entry and study requirements apply.

- Current Year 12: Successful completion of Australian Year 12 or equivalent or the Australian Senior VCAL Certificate; or
- Non-Year 12: Completion of post-secondary studies or at least 6 months' work experience; and
- Have access to a fully-functional computer/smart device loaded with a web browser and appropriate software applications to read PDF files and produce documents
- Have reliable internet access
- Have a valid email account for learning and assessment communication
- Have a telephone valid telephone number for learning and assessment communication, support and interviews
- Successfully completed all assessment tasks to the required published standard.

Skills needed for studying:

- **Language and literacy skills** at a level that enables you to read, interpret, communicate and apply a range of information and data, to write reports and other business documents for a variety of audiences, and to present and address issues.
- **Numeracy skills** at a level that enables you to plan and manage time, resources and budgets, to read and understand workplace figures, statistics and measurements, and to solve routine workplace and operational problems.
- **Technology skills** to conduct online research using a web browser and to use a variety of software applications to send e-mails with attachments, read PDF files, produce documents, analyse information and data.
- The ability to research information and data from a variety of sources.

Assessments

Upon enrolment, you will be provided with detailed assessment task specifications and activities specific to the relevant unit of competency (via the Learning Management System). For example, you may be required to:

- complete projects and/or portfolios of evidence;
- answer a series of knowledge-based short answer questions;
- participate in interviews with your assessor.

You will be required to submit your evidence for evaluation to the assessor, who will continue to maintain contact with you during the assessment decision-making process. You will also be provided with opportunities to adjust and resubmit your assessments based on the assessor's feedback.

Career opportunities

Successful completion of BSB42015 Certificate IV in Leadership and Management can qualify you for a range of roles and positions, including:

- Coordinator
- Leading Hand
- Supervisor
- Team Leader
- Office Manager

Recognition of prior learning (RPL)

For those currently working in an administrative and office management position, with over 5 years working experience, ask our friendly course consultants about our Recognition of Prior Learning (RPL) solution eligibility. One of our expert trainers will develop a tailored training plan for you based on your existing role and experience.

Study pathways

Will previous study and experience count?

LET Training recognises Recognition of Prior Learning (RPL) which considers the knowledge and skills you have already gained through your previous education and work history, attributing this to your enrolled qualification course. This may be through formal or informal training and can result in credits towards your qualification. More information can be found in the LET Training Student Handbook.

Future education pathways

After successfully completing BSB42015 Certificate IV in Leadership and Management, you may like to enrol in LET Training's BSB51918 Diploma of Leadership and Management.

Contact LET Training

LET Training offers a range of business, management, WHS and administration qualification courses.

For further information or to enrol, contact us via:



www.lettraining.com.au



(02) 9633 3929 or (02) 9633 4582



enquire@lettraining.com.au



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Appendix – Course Unit Information

BSB42015 Certificate IV in Leadership and Management

Unit of competency	Applications
BSBLDR401 Communicate effectively as a workplace leader	<p>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.</p> <p>This unit applies to managers, supervisors and team leaders required to communicate with other persons within the workplace</p> <p>Communication skills cover a range of methods and contexts within principally structured environments.</p>
BSBLDR402 Lead effective workplace relationships	<p>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.</p> <p>This unit applies to team leaders, supervisors and new or emerging managers where leadership plays a role in developing and maintaining effective workplace relationships. It applies in any industry or community context.</p> <p>At this level work will normally be carried out within routine and non-routine methods and procedures, which require planning and evaluation and leadership and guidance of others.</p>
BSBLDR403 Lead team effectiveness	<p>This unit defines skills, knowledge and outcomes required to plan and supervise the performance of the team and develop team cohesion.</p> <p>It applies team leaders, supervisors and new emerging managers who have an important leadership role in the development of efficient and effective work teams</p> <p>Leaders at this level also provide leadership for the team and bridge the gap between the management of the organisation and the team members. As such they must 'manage up' as well as manage their team/s.</p>
BSBMGT402 Implement Operational Plan	<p>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.</p> <p>It applies to individuals who plan activities to achieve the measurable, stated objectives of the team and the organisation. At this level work will normally be carried out within routine and non-routine methods and procedures which require planning, evaluation, leadership and guidance of others.</p>
BSBADM405 Organise meetings	<p>This unit describes the skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation.</p> <p>It applies to individuals employed in a range of work environments who are required to organise a variety of meetings. They may provide administrative support within an enterprise or have responsibility for these tasks in the context of a particular team, workgroup or project.</p>
BSBCUS402 Address customer needs	<p>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.</p> <p>It applies to individuals who are expected to have detailed product knowledge in order to recommend customised solutions. In this role, individuals would be expected to apply organisational procedures and be aware of, and apply as appropriate, broader factors involving ethics, industry practice and relevant government policies and regulations.</p>

<p>BSBINN301</p> <p>Promote innovation in a team environment</p>	<p>This unit describes the skills and knowledge required to be an effective and proactive member of an innovative team.</p> <p>It applies to individuals who play a proactive role in demonstrating, encouraging or supporting innovation in a team environment. The individual may be a team participant or a team leader. Teams may be formal or informal and may comprise a range of personnel.</p>
<p>BSBRES411</p> <p>Analyse and Present Research Information</p>	<p>This unit describes the skills and knowledge required to gather, organise, analyse and present workplace information using available systems and sources. This includes identifying research requirements and sources of information, applying information to a set of facts, evaluating the quality and reliability of the information, and preparing and producing reports.</p> <p>It applies to individuals in roles in which they are required to apply their broad knowledge of the work environment to analysis and research tasks, evaluate information from a variety of sources and apply solutions to a range of predictable and unpredictable problems.</p>
<p>BSBRK401</p> <p>Identify Risk and Apply Risk Management Processes</p>	<p>This unit describes the skills and knowledge required to identify risks and to apply established risk management processes to a defined area of operations that are within the responsibilities and obligations of the role.</p> <p>It applies to individuals with a broad knowledge of risk analysis or project management who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.</p> <p>In this unit, risks applicable within own work responsibilities and area of operation, may include projects being undertaken individually or by a team, or operations within a section of the organisation.</p>
<p>BSBWHS401</p> <p>Implement and Monitor WHS Policies, Procedures & Programs to meet Legislative Requirements</p>	<p>This unit describes the skills and knowledge required to implement and monitor an organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.</p> <p>It applies to individuals with supervisory responsibilities for implementing and monitoring the organisation's WHS policies, procedures and programs in a work area. These individuals have a broad knowledge of WHS policies and contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They provide supervision and guidance to others and have limited responsibility for the output of others.</p>
<p>BSBWOR404</p> <p>Develop work priorities</p>	<p>This unit describes the skills and knowledge required to monitor and obtain feedback on own work performance and access learning opportunities for professional development.</p> <p>This unit applies to individuals who are required to design their own work schedules and work plans and to establish priorities for their work. They will typically hold some responsibilities for the work of others and have some autonomy in relation to their own role.</p>
<p>BSBWRT401</p> <p>Write complex documents</p>	<p>This unit describes the skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity.</p> <p>It applies to individuals who work in a range of business environments and are skilled in the creation of reports, information and general promotion documents that are more complex than basic correspondence, memos or forms and that require review and analysis of a range of information sources.</p>