

BSB42015 Certificate IV in Leadership and Management

QUALIFICATION REQUIREMENTS

Total number of units = 12

4 core units plus

8 elective units, of which:

- 4 units must be selected from Group A
- 4 units may be additional units selected from Group A or Group B
- if not listed below, 1 unit may be from any currently endorsed Training Package or accredited course at Certificate IV level or above.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

CORE UNITS OF COMPETENCE (4 units)		
BSBLDR401	<p>Communicate effectively as a workplace leader <i>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. This unit applies to managers, supervisors and team leaders required to communicate with other persons within the workplace. Communication skills cover a range of methods and contexts within principally structured environments.</i></p>	<input type="checkbox"/>
BSBLDR402	<p>Lead effective workplace relationships <i>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. 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. 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.</i></p>	<input type="checkbox"/>
BSBLDR403	<p>Lead team effectiveness <i>This unit defines skills, knowledge and outcomes required to plan and supervise the performance of the team and develop team cohesion. It applies team leaders, supervisors and new emerging managers who have an important leadership role in the development of efficient and effective work teams. 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.</i></p>	<input type="checkbox"/>

BSBMGT402	<p>Implement operational plan</p> <p><i>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. 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.</i></p>	<input type="checkbox"/>
Group A		
BSBWOR404	<p>Develop work priorities</p> <p><i>This unit describes the skills and knowledge required to monitor and obtain feedback on own work performance and access learning opportunities for professional development. 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.</i></p>	<input type="checkbox"/>
BSBRSK401	<p>Identify risk and apply risk management processes</p> <p><i>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. 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. 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.</i></p>	<input type="checkbox"/>
BSBMGT403	<p>Implement continuous improvement</p> <p><i>This unit describes the skills and knowledge required to implement the organisation's 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.</i></p> <p><i>It applies to managers who have an active role in implementing the continuous improvement process to achieve the organisation's objectives. Their position is closely associated with the creation and delivery of products and services which means that they have an important role in influencing the ongoing development of the organisation.</i></p> <p><i>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.</i></p>	<input type="checkbox"/>

BSBLDR404	<p>Lead a diverse workforce</p> <p><i>This unit identifies the behaviours, skills and knowledge required to lead a diverse workforce. It covers identifying, analysing and engaging with a diverse workforce to maximise the benefit of diversity to the organisation. The unit applies to supervisors, team leaders, new and emerging managers who lead within a diverse workforce environment and exercise discretion and autonomy within a structured business context.</i></p>	<input type="checkbox"/>
BSBINN301	<p>Promote innovation in a team environment</p> <p><i>This unit describes the skills and knowledge required to be an effective and proactive member of an innovative team. 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.</i></p>	<input type="checkbox"/>
Group B		
BSBMGT401	<p>Show leadership in the workplace</p> <p><i>This unit describes the skills and knowledge required to lead teams and individuals by modelling high standards of conduct to reflect the organisation's standards and values. It applies to individuals who are making the transition from being a team member to taking responsibility for the work and performance of others and providing the first level of leadership within the organisation. These managers have a strong influence on the work culture, values and ethics of the teams they supervise.</i></p>	<input type="checkbox"/>
BSBCUS401	<p>Coordinate implementation of customer service strategies</p> <p><i>This unit describes the skills and knowledge required to advise, carry out and evaluate customer service strategies. It applies to individuals who have well developed skills and a broad knowledge of customer service strategies for addressing customer needs and problems, and who may provide guidance or delegate work related tasks to others.</i></p>	<input type="checkbox"/>
BSBCMM401	<p>Make a presentation</p> <p><i>This unit covers the skills and knowledge required to prepare, deliver and review a presentation to a target audience. This unit applies to individuals who may be expected to make presentations for a range of purposes, such as marketing, training and promotions. They contribute well developed communication skills in presenting a range of concepts and ideas.</i></p>	<input type="checkbox"/>

<p>BSBWRT401</p>	<p>Write complex documents <i>This unit describes the skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity. 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.</i></p>	<p><input type="checkbox"/></p>
<p>BSBCUS402</p>	<p>Address customer needs <i>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. 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.</i></p>	<p><input type="checkbox"/></p>
<p>ET Australia on Tel (02) 4323 1233 or Fax (02) 4323 7453 or email@etaustralia.com</p>		

