



Certificate IV in Leadership and Management BSB42015

**Are your Managers efficient leaders?
Do they have what it takes to lead your organisation to success?
Are they getting the most from their staff?**

By combining the safety, customer service and risk management areas, this course will develop the strong leadership proficiencies expected from managers.

Managers will be taken to the next level of professionalism and leadership, acquiring the skill set in areas such as:

- Leadership
- Continuous improvement
- Risk management
- Development of staff

Up skilling your managers will improve internal efficiencies and enable your organisation to expand in a professional manner.

As an Employer you benefit by:

- More efficient employees
- Managers monitoring staff performance
- Turn managers into leaders
- Up-to-date OHS procedures
- More confident staff
- Evaluate staff internally
- Increase in profitability
- Maximising staff potential
- Continuous improvements
- Improved reporting systems
- Better qualified, professional staff
- Gain a competitive edge
- Improved customer relations
- Developing new procedures

Your Employees benefit by:

- Nationally recognised qualification
- Job satisfaction
- Promotion prospects
- Up-to-date skills
- More valuable to the employer
- Leadership qualities



Certificate IV in Leadership and Management **National Qualification Code: BSB42015**

Communicate effectively as a workplace leader BSBLDR401 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.

Lead effective workplace relationships BSBLDR402 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.

Lead team effectiveness BSBLDR403 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.

Implement operational plan BSBMGT402 Frontline managers are actively engaged in planning activities to achieve the measurable, stated objectives of the team and the organisation. This key role is carried out to provide safe, efficient and effective products and services to customer satisfaction within the organisation's productivity and profitability plans.

Implement workplace information system BSBINM401 This unit applies to individuals who, while under supervision, provide services to support legal practitioners. All aspects of legal practice may be subject to a range of legislation, rules, regulations and/or codes of practice relevant to different job roles and jurisdictions

Develop teams and individuals BSBLED401 This unit applies to individuals with a broad knowledge of learning and developments who apply their skills in addressing development need to meet team objectives. They may have responsibility to provide guidance or to delegate aspects of tasks to others.

Show leadership in the workplace BSBMGT401 Frontline managers have a strong influence on the work culture, values and ethics of the teams they supervise. As such it is important that frontline managers model good practice, professionalism and confidently represent their organization.

Implement continuous improvement BSBMGT403 Frontline managers have an active role in implementing the continuous improvement process to achieve the organisation's objectives. Their position, closely associated with the creation and delivery of products and services, means that they have an important role in influencing the ongoing development of the organization.

Undertake project work BSBPMG522 This unit describes the skills and knowledge required to undertake a straightforward 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. This unit applies to individuals who play a significant role in ensuring a project meets timelines, quality standards, budgetary limits and other requirements set for the project.

Identify risk and apply risk management processes BBSRSK401 This unit 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.

Implement and monitor WHS policies, procedures and programs to meet legislative requirements BSBWHS401 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. 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.

Develop work priorities BSBWOR404 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.