

Certificate IV in Leadership and Management

BSB40520



DEVELOP NEW SKILLS IN HANDS-ON
LEADERSHIP AND OPERATIONAL
MANAGEMENT

About This Course

Is your next step a leadership role? The Certificate IV in Leadership and Management offers leadership and management subjects to build essential leadership, prioritising, planning and communication skills.

Our leadership course material is based on far more than just dry leadership theory. It reflects the 80 plus years of front line leadership experience of our staff who have included practical and relevant case studies and tips on essential leadership and management practices. The quality of course resources, supported by people with genuine experience in this key business field, will ensure that your skills and confidence with leadership principles are developed in this supported online leadership course.

Subject Choices

You will need to choose one elective to complete your qualification

- Building Effective Teams
- Making and Communicating Good Business Decisions
- Maximising Team Outcomes and Performance
- Mid Course Activity
- Exercising Good Leadership
- Manage Work Priorities and Personal Development
- Implementing Effective Safety Procedures (E)
- Building Strong Customer Relationships (E)

Key Course Facts

Start Date:

Start immediately

Duration:

Complete within 42 weeks

Delivery Options:

On-line/Correspondence

Group Training:

Contact the College for Availability

Course Fees: \$5,000.00 All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

New Entrant Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
\$350	\$0	\$3,750	\$3,750	\$3,750	\$1,330	\$3,750	N/A

Existing Worker Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
\$350	N/A	N/A	N/A	\$3,750	\$1,330	N/A	N/A

School Based Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

State and Territory Traineeship Program and Subsidised Funding Acknowledgements

Subsidised by the NSW Government

Australian Apprenticeships in the ACT are funded by the ACT and Australian Governments

Supported by the Tasmanian Government

Supported by Government of South Australia. Visit www.skills.sa.gov.au for Participant Eligibility Criteria

Entry Requirements

Past Work Experience

For this qualification you should have completed a Certificate III or have relevant work experience.

Relevant Work Background

To gain the most from this qualification you should be in a work or volunteer environment where there is group interaction and work activities.

Literacy Skills

Reading Skills

You must be able to:

Interpret and analyse complex texts relevant to workplace requirements (ie policies and procedures)

Read, analyse and evaluate information and ideas to extract meaning relevant to the topic

Use different reading strategies to draw meaning for complex texts (ie identifying, questioning, previewing)

As a guide - you should have completed Year 12 schooling, or have proven workplace reading skills.

Writing Skills

You must be able to:

Clearly communicate complex ideas and information in writing

Draft complex emails and letters to convey required information or ideas

Demonstrate knowledge of written structure and layout appropriate to the purpose

As a guide - you must have completed Year 12 schooling, or have proven workplace written communication skills.

Language Skills (Spoken English)

You must be able to:

Demonstrate flexibility in spoken language by using the appropriate structure and/or strategy

Extract the key ideas or information from spoken conversations across a range of contexts

Explain complex procedures and give clear sequenced instructions to others in familiar setting

As a basic guide - you must have sufficient English speaking skills to be able to communicate effectively and professionally with your Student Adviser over the phone.

Numeracy Skills

You must be able to:

Interpret, comprehend and use a range of everyday mathematical information in familiar and routine contexts

As a basic guide - you must have completed Year 10 schooling, or have a working knowledge of basic mathematical functions.

Digital Literacy Skills

You must be able to:

Open and use a computer application (such as your Web Browser)

Navigate a website by following instructions and follow website "links"

Type and edit text eg for both short and long answer assessment questions

Select the appropriate answers in a multiple choice list (select the correct option(s))

Download, save, edit and upload documents or files

Write, edit, send, receive and save emails

Open and use a word processing application (such as Microsoft Word or Google Docs)

Open and use a spreadsheet program (such as Microsoft Excel or Google Sheets) depending on electives chosen

Computer and Internet Requirements

You must have:

Access to a Desktop Computer or Laptop although some course work may be completed via mobile devices.

Internet access with the latest version of Microsoft Edge, Chrome, Safari or Firefox.

Microsoft Office 2010 Word (or higher)

Subject specific Microsoft Office products for chosen electives (ie Excel or Powerpoint).

Note: We do not support other applications like Pages or Numbers.

Subject Descriptions

Core Subjects:

Building Effective Teams

Teams need sound leadership to prosper. This important subject breaks down the art of leading effective teams into the key elements of inspiring trust, effective communication, setting targets and building relationships. Special attention is given to teaching leaders how to successfully manage both individual and team conflict and improve team performance.

Unit(s):

BSBLDR413 - Lead effective workplace relationships

BSBXTW401 - Lead and facilitate a team

BSBLDR412 - Communicate effectively as a workplace leader

BSBLDR414 - Lead team effectiveness

Making and Communicating Good Business Decisions

This subject focuses on the skills required to make and communicate sound business decisions. Active listening, critical and creative thinking, problem solving and using workplace data lead directly into how to best communicate results to your stakeholders.

Unit(s):

BSBXCM401 - Apply communication strategies in the workplace

BSBTEC404 - Use digital technologies to collaborate in a work environment

BSBCRT411 - Apply critical thinking to work practices

Maximising Team Outcomes and Performance

Long term success in business is a direct result of sound operational planning. This subject teaches how to set realistic operational goals, effectively plan activities and prepare for contingencies while creating sound monitoring stages to improve operational performance throughout the execution phase.

Unit(s):

BSBOPS402 - Coordinate business operational plans

Mid Course Activity

This survey is an important opportunity for you to tell ACCM College about your learning experience so far. By formally seeking this information at the mid-point of your course, ACCM College can help shape your learning outcomes to better ensure your professional development goals are met.

Unit(s):

Exercising Good Leadership

This subject is specifically designed to lay a strong leadership foundation for learners. Focusing on key leadership elements such as communication, organisational behaviour, being a role model, problem solving, delivering feedback and effective decision making, this subject is perfect for anyone looking to build or enhance their leadership skills.

Unit(s):

BSBLDR411 - Demonstrate leadership in the workplace

Manage Work Priorities and Personal Development

Being able to organise personal work priorities is an essential job skill. Learn how to set and meet work priorities through time management and planning your work schedule. This subject also looks at emotional intelligence and the ability to identify ways to adapt personal attributes to be successful in different work situations, as well as to manage challenging situations.

Unit(s):

BSBPEF403 - Lead personal development

BSBPEF401 - Manage personal health and wellbeing

BSBPEF402 - Develop personal work priorities

Elective Subjects: You will need to choose one elective to complete your qualification

Implementing Effective Safety Procedures

Supervisors and team leaders have strict legal obligations under safety legislation. Learn what these are, as well as the practical skills to identify, risk assess and resolve safety concerns. This subject also teaches how to better understand safety statistics and identify factors that can reduce injuries, and ensure the business is productive and profitable.

Unit(s):

BSBWHS411 - Implement and monitor WHS policies, procedures and programs

Building Strong Customer Relationships

This subject has been structured to progressively develop the students skill and knowledge in the building, managing and maintaining of customer relationships to support business outcomes. It explains the difference between customer service and customer relationship building; with an emphasis on the skills required for longer term relationship building. This includes considering a range of client relationship strategies and also how to use networking effectively.

Unit(s):

BSBTWK401 - Build and maintain business relationships

BSBOPS404 - Implement customer service strategies

Service Guarantees

Quality Training Provider

ACCM has a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment

Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes! For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment

Within 30 minutes of applying to enrol, your personal log-on details are emailed to you. This gives you access to our on-line system Webclass. Login to Webclass and complete the administrative items. Once you have completed these items a College Student Adviser will phone you to discuss your needs, course requirements, suitability and electives. You will then have access to the first study module via WebClass.

Industry Expert Student Adviser

You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

Prompt Results and Feedback

All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in a week or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start

Your College Student Adviser will phone you to welcome you to the course and ensure that you understand the best way to make progress in your course. They will also assist you with any questions you may have.

They will be in regular contact with you, especially at the start of your course, to offer motivation, support and guidance.

For employment based enrolments they will also make contact with your work supervisors to address any questions they may have.

Pro-active Learner Support

The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need.

Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

Quality Course Materials

Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course.

The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

Employer Progress Updates

For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.
