

Certificate IV in Leadership and Management (BSB42015) for Water Corporation



Who should attend?

The Certificate IV in Leadership and Management is aimed at emerging leaders and managers, usually at the first tier of management. As well as assuming responsibility for their own performance, individuals at this level:

- Provide leadership, guidance and support to others, and are generally expected to have control over a small number of staff, although some will be responsible for larger numbers
- Have some responsibility for organising their team and monitoring its output / work outcomes
- Typically report to a manager
- Typically have job titles such as team leader, supervisor or coordinator

Delivery method

Face-to-face, off-the-job facilitated learning, reinforced by a practical, work-based assignment completed after each workshop.

Course duration

16-days total duration spread over six separate modules.

There is no set timeframe for attending the modules. However, most students are comfortable undertaking the program over 12 – 18 months.

Course components

#	MODULE NAME	DURATION
1	Leadership and diversity	2-days
2	Workplace relationships and team effectiveness	3-days
3	Planning, organising and resource management	3-days
4	Continuous improvement and business risk	3-days
5	Leadership communication	3-days
6	WHS for supervisors	2-days
	TOTAL	16-days

Pre-requisites

No qualifications or previous experience are necessary to participate in this program.

Currency

The qualification is current, having replaced the BSB40812 Certificate IV in Frontline Management on 25 March 2015.

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Language, literacy and numeracy (LLN) requirements

A reasonably high level of reading and writing ability is required to complete the qualification. Students will need to demonstrate the ability to:

- gather, critically analyse and review information from a variety of sources
- communicate information via emails and reports
- present issues in meetings and manage the discussion effectively
- use numeracy skills to plan and manage time, resources and budgets

Students are also required to have reasonable computer skills (as typically required by frontline managers working in an office environment) to send emails, word process correspondence and short reports, and research information on the internet.

Those who struggle with reading or writing, or who are unable to use computers, are cautioned against enrolling this qualification unless they also organise appropriate literacy support.

Further advice about the language, literacy, numeracy and technology skills needed to complete this qualification, and avenues for LLN support, can be obtained by contacting a TSA Training Advisor.

Access to a practice environment

Those undertaking the Certificate IV in Leadership and Management are expected to have access to a work environment in which they are able to practise and apply their leadership and management skills. This includes leading others and taking responsibility for the functioning, performance and work outcomes of a team.

Students would also benefit from access to a person in the workplace who is able to support and mentor them as they progress through the program.

Resources required

Those undertaking this qualification will require access to:

- a computer, a printer and the internet
- people they can lead / supervise in the workplace
- workplace policies, procedures and documentation relating to the role of a frontline manager
- a supervisor / manager who can observe / review their work and provide feedback to Training Services Australia

Special needs

Training Services Australia will endeavour to assist those with special needs to successfully complete this qualification. However, we request that students with special needs contact us, before enrolling in the qualification, to discuss their needs. This will help us to provide advice about the suitability of the qualification and to discuss adjustments that could be made to improve the students' learning experience.

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Qualification Packaging Rules

To obtain the Certificate IV in Leadership and Management students must complete **12 units** made up of:

- 4 core units, plus
- 4 'Group A' elective units, plus
- 3 units from the 'Group A' or 'Group B' elective units, plus
- 1 unit from the 'Group A' or 'Group B' elective units, or elsewhere (must be Certificate IV level or above)

Units Selected for Delivery

Training Services Australia has selected the following units for delivery as part of its public program.

MODULE 1 – LEADERSHIP AND DIVERSITY – 2-DAY WORKSHOP		
1	BSBMGT401 – Show leadership in the workplace	Group B elective unit
2	BSBLDR404 – Lead a diverse workforce	Group A elective unit
MODULE 2 – WORKPLACE RELATIONSHIPS AND TEAM EFFECTIVENESS – 3-DAY WORKSHOP		
3	BSBLDR402 – Lead effective workplace relationships	Core unit
4	BSBLDR403 – Lead team effectiveness	Core unit
MODULE 3 – PLANNING, ORGANISING AND RESOURCE MANAGEMENT – 3-DAY WORKSHOP		
5	BSBMGT402 – Implement operational plan	Core unit
6	BSBWOR404 – Develop work priorities	Group A elective unit
7	BSBADM409 – Coordinate business resources	Group B elective unit
MODULE 4 – CONTINUOUS IMPROVEMENT AND BUSINESS RISK – 3-DAY WORKSHOP		
8	BSBRISK401 – Identify risk and apply risk management processes	Group A elective unit
9	BSBMGT403 – Implement continuous improvement	Group A elective unit
MODULE 5 – LEADERSHIP COMMUNICATION – 3-DAY WORKSHOP		
10	BSBLDR401 – Communicate effectively as a workplace leader	Core unit
11	BSBCMM401 – Make a presentation	Group B elective unit
MODULE 4 – WHS FOR SUPERVISORS – 2-DAY WORKSHOP		
12	BSBWHS401 – Implement and monitor WHS policies, procedures and programs to meet legislative requirements	Group A elective unit

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Assessment requirements

The Certificate IV in Leadership and Management is a competency-based qualification. This means that in order to attain the qualification, students need to do more than just attend the training. They also need to provide evidence that they have understood the training and applied it in the workplace.

This requirement means that it is not possible to complete all of the assessment requirements during the face-to-face training.

Note: As part of the process of checking students' understanding during the training, and in an attempt to balance the assessment workload, TSA provides students with opportunities to generate some evidence for assessment during the face-to-face training.

Assessment methods

Students are required to complete a set of assessment tasks for each module they undertake. Satisfactory completion of all assessment tasks is required before a credential can be awarded. Examples of the evidence typically requested from students as part of their assessment tasks include:

- Answers to knowledge-based questions and questions demonstrating students' application of the required knowledge
- Completion of case studies
- Descriptions by students of how they have responded to various scenarios in the workplace
- Completion of workplace-based tasks / projects which require students to apply the relevant competencies in the workplace
- Third party reports from students' supervisors

Assessment timeframes

The timeframe for completing the assessment for each module is 3 months. That is, students have 3 months after attending the training for Module 1 to submit the assessment for Module 1; 3 months after attending the training for Module 2 to submit the assessment for Module 2, and so on.

Students are encouraged to prioritise completion of their assessments ahead of attending further training, and should space their attendance at each module so that assessments do not build up.

Extensions to assessment timeframes

Training Services Australia recognises work and family pressures can make it challenging for some students to complete their assessments within the designated completion timeframes. Consequently, we provide extensions of up to 3 months where a formal request is received. Additional extensions are sometimes allowed in exceptional circumstances.

TSA does not generally grant extensions of more than 6 months from the original due date of the assessment. Students whose assessments are more than 6 months overdue and who still wish to complete their course may be required to re-attend the course or obtain one-on-one coaching to refresh their knowledge of the course content. Additional fees apply in these situations.

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Resources provided

Training Services Australia provides students with the following resources for each module:

- Participant manual and file
- Assessment document

Electronic copies of the assessment document and other useful resources are made available to students through TSA's website.

Support provided

Training Services Australia provides email and telephone support to students throughout the program.

We also run *assessment support workshops* from time-to-time. These provide students with the opportunity to have time away from the workplace to work on their assessments, with support from a TSA facilitator. These workshops may be organised 'in-house' by students' employers, or students may choose to attend a public workshop at our premises in Mount Lawley (fees apply).

Additional one-on-one coaching is available, at an hourly rate, for those who need it. Information about costs associated with coaching is available on the TSA website.

Credential issued

Students who successfully complete all requirements for a full credential will be issued with a nationally recognised qualification: BSB42015 Certificate IV in Leadership and Management.

Those who complete one or more units of competency, but who are unable or not wishing to complete the entire qualification, will be issued with a nationally recognised statement of attainment for the unit(s) they successfully complete.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available for this qualification.

RPL is suitable for those already have the necessary skills and knowledge in one or more of the areas which make up the Certificate IV in Leadership and Management, and do not wish to undergo further training in these areas.

RPL is a way of shortcutting the training process. It is **not** a way of shortcutting the assessment process. To be granted RPL, students must provide evidence of their competence to a TSA assessor. Evidence requirements may vary, depending on the unit(s) of competency being assessed. However, they typically include answers to theory questions, work samples and supervisor reports. Students must also participate in an assessment interview with a TSA assessor, and in some cases the assessor may wish to observe students' performance in the workplace.

Those who are considering seeking RPL, are invited to speak with a TSA Training Advisor. The Training Advisor will make an initial assessment of the student's suitability for RPL and discuss the RPL process in detail before sending an application kit.

TSA's RPL policy and some general information about the RPL process and the costs associated with RPL are available in the Policies and Procedures area of our website.

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National recognition

Training Services Australia recognises qualifications and statements of attainment issued by other Registered Training Organisations under the Australian Qualifications Framework.

Students who have already achieved some of the units covered by the course may be able to obtain a reduction in training or assessment requirements, and should contact a TSA Training Advisor for advice.

Before recognition can be granted, a TSA representative will need to sight the statement(s) of attainment for any units for which recognition is being sought.

TSA's policy for National Recognition is available from the Policies and Procedures area of our website.

Advice for completing the qualification successfully

Training Services Australia offers the following advice to students to help them complete this qualification successfully:

- If your employer is sending you on the course, find out why you have been selected to attend the training, and how your role will change (if at all) after you have completed the training.
- Approach the training with an open mind. Demonstrate a willingness to learn, as well as to share the benefits of your experience with others.
- Find a mentor who can support and guide you as you undertake the training. This could be your supervisor or another manager in your organisation who you admire. We recommend that you set aside time to discuss your progress with them on a regular basis.
- After each module, discuss with your mentor or supervisor how the training undertaken relates to your workplace, as well as the assessment requirements.
- Try to align the assessment activities with your work requirements. In this way, you will be completing your assessments at the same time as you go about your day-to-day work.
- Set aside regular time to work on your assessment activities. This could be at work, at home, or a combination of the two. As a rough guide, plan to set aside 2 – 4 hours per week for the duration of the program to work on your assessments.
- If possible, negotiate with your employer for them to provide time at work for you to work on your assessments.
- Refer back to the information contained in your Learner Guides as you undertake your assessments.
- If the assessment requirements of some unit(s) do not align well with your workplace, be prepared to work with your supervisor / mentor to identify opportunities for completing the assessments. For example, they may be able to assign you a special project or alternative duties to help satisfy assessment requirements.
- Speak with your mentor or contact TSA if you get stuck or become confused about any part of your assessment.

Students are strongly encouraged to show their supervisor / employer this course outline, as well as the "Information for supervisors and employers" document which can be found here:

<https://www.tsa-wa.com.au/tsa/BSB42015-Supervisor-info.pdf>

