

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



Information for supervisors and employers

This document has been developed for supervisors and employers of students enrolled in Training Services Australia's BSB42015 Certificate IV in Leadership and Management qualification.

For many students, the support provided by their supervisor / employer plays a crucial role in them completing the qualification successfully. Constructive support can also boost the benefits of the training for your organisation by improving the student's effectiveness in the workplace.

This document contains suggestions and advice for how you can support your employee(s) to successfully complete their qualification.

Qualification overview

Please start by familiarising yourself with Training Services Australia's approach to delivering the BSB42015 Certificate IV in Leadership and Management by reading the qualification overview. This can be found at the following location:

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

The qualification overview includes information about:

- Delivery method
- Course duration and cost
- Course components and units of competency covered
- Language, literacy and numeracy requirements
- Access to a practice environment
- Assessment requirements and timeframes
- Support offered

Before training commences

Please ensure that your employee has received a copy of the qualification overview before commencing their training and that they read the document as part of their preparation.

We urge you to discuss the qualification requirements with your employee and ensure they are aware that the training they will be undertaking is nationally recognised. This means that they will need to complete assessment activities, during and after each course, possibly in their own time. Discuss their commitment to doing this in light of their work and personal responsibilities. We also recommend that you discuss the types of support you will be able to offer your employee, including whether they will be allowed spend time completing their post-course assessment tasks during working hours.

Research shows that adults learn more effectively when they approach training with a clear understanding of why the training is important. If your employees have been selected to attend the training, please explain to them why they have been selected and how their role will change (if at all) after they have completed the training.

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Timing of training attendance

Training Services Australia has deliberately structured the training program in six separate modules. There is no set timeframe for attending the modules, however most students appear comfortable undertaking the program over 12 – 18 months (i.e., 2 – 3 months between each module). This gives them the opportunity to reflect upon and consolidate their learning after each module by completing the post-course assessments.

We recommend that students are allowed to work at their own pace and given sufficient time to complete all of the assessment requirements for a module before being booked to attend the next module. Benefits of this approach include:

- It enables the student and the employer to gauge the student's commitment to the training (and the assessments) before time and money is invested in sending them to all of the training workshops
- It reduces the pressure on students by allowing them to focus on one module at a time
- Expenditure on training can be spread out
- It saves time and money by avoiding situations where a student who does not complete their assessments within the designated timeframes needs to re-attend training

We strongly caution employers against booking their employees into consecutive training modules with little or no space between them, as there is an increased risk that this will lead to a situation where the employee has attended all of the training and completed little or none of the assessment requirements.

Please bear in mind that TSA is generally able to be flexible with the delivery timeframe:

- If students are completing their assessments more quickly than expected, the timeframe between modules can be reduced
- If students are taking longer than expected to complete their assessments, the timeframe between modules can be increased

You may wish to consider the approach taken by some employers who require their employees to submit the assignment for each module before they are permitted to attend the next module.

While the employee is attending training

Many students, particularly those who have not studied for a long time or who have had limited experience of study, find Training Services Australia's courses quite intense. We ask that you make arrangements so that your employee is able to focus on the training. Please ensure they are available to attend for the full duration of each course and that disruptions (e.g., work-related phone calls, emails and text messages) are avoided or kept to a minimum.

We recommend that, wherever possible, employers make arrangements to backfill a student's position while they are attending training. This should help to minimise interruptions during the training and also lessen the backlog of work that the student will need to catch up on when they return to the workplace after the course.

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Immediately after the student has attended training

It is important that you spend some time with your employee after each course they attend to discuss:

- How the training undertaken relates to your workplace.
- The assessment requirements of the module.

Wherever possible, provide the employee with suggestions and opportunities for completing their assessment in the workplace. This may include delegating activities to them which will assist them to generate evidence for their assessment. If the requirements of the unit(s) do not align well with your workplace, we ask that you work with the employee to identify opportunities for completing the assessments. Please contact Training Services Australia if you need assistance or advice in this regard.

Between training modules

In the time between training modules (or after the student has attended their final module) we recommend that you:

- Regularly check your employee's progress, motivate and encourage them. We suggest that you set aside time to discuss your employee's progress on a regular basis.
- Where possible, provide your employee with time at work to complete the assessment tasks.
- Review your employee's work and provide prompt feedback and comments.
- Encourage your employee to contact TSA if they have questions which you are unable to assist them with.

More about the assessment requirements

The assessments for this qualification have been designed to:

- Assist students to generate evidence of competency
- Help students apply the concepts covered during training in the workplace
- Be practical and relevant to the workplace (as far as possible)
- Help develop students' employability skills, including the ability to communicate effectively and make a positive contribution to the workplace

Some students find the post-course assessments quite demanding. Wherever possible, we ask that you assist your employee to see the relationship between what they have been learning and its practical application in your workplace, and provide them with opportunities to complete their assessment tasks by completing real work activities.

Please be aware that TSA provides extensions to students who are unable to complete their assessments within the designated timeframe. However, students who do not complete their assessments in a timely fashion may be required to re-attend training if they wish to complete the qualification.

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More about Language, Literacy and Numeracy (LLN) requirements

Please note that a reasonable level of reading and writing ability is required to complete the qualification, along with reasonable computer skills. Students who struggle with reading or writing, or who are unable to use computers, should not be enrolled in this qualification unless you are also able to provide them with appropriate support in these areas.

Please speak with a TSA Training Advisor if you would like advice about avenues for providing LLN support to your employee(s).